**Sections A** of this form shall be completed by the Crew Purser/ HR Officer & details to be kept updated at all times.

**1 copy** – For Seafarer

**2nd copy** – Keep in Personal File onboard

**MV \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Flag\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Port of Registry\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

All seafarers onboard Company managed vessels have the right to report a specific grievance or make a complaint and to have it investigated according to Company & MLC2006 / Flag State requirements.

Company procedures seek to resolve complaints at the lowest level possible. However, in all cases, you have a right to complain onboard to your immediate supervisor, head of department, Staff Captain, Master, or where considered necessary, directly to the relevant Crew Manager responsible for the vessel, MLC Mediator, DPA and finally to appropriate external authorities.

All seafarers onboard Company managed vessels always have access to the Seafarers’ Charter. The Charter provides the right of seafarers to contact a confidential e-mail address if they consider they have not been treated according to the provisions of the Charter.

In addition to a copy of seafarers' employment agreement provided to you by the manning office prior signing on a vessel, we provide all on-signing crew with a copy of this onboard complaints procedures applicable to the ship and as per flag state/ Company / MLC requirements.

The onboard complaints procedure includes contact information for the competent authority in the Flag State of the vessel and, where different, in the seafarers' country of residence, and the name of a person or persons onboard the ship who can, on a confidential basis, provide seafarers with impartial advice on their complaint and otherwise assist them in following the complaints procedure available to them onboard the ship.

VMS procedures applicable to this requirement are also included within this form for your reference and guidance.

***SECTION A - Contact Information (to be completed by the vessel):***

***Crew Manager Responsible for Vessel***

Name----------------------------------Email-----------------------------Telephone----------------

***Designated Person Ashore (DPA) or his/her Designee***

Name----------------------------------Email-----------------------------Telephone----------------

***Vessel Flag States Office of the Maritime Administrator***

Name----------------------------------Email-----------------------------Telephone----------------

**Competent Authority/National Maritime administration of the seafarers’ country of residence**

Name----------------------------------Email-----------------------------Telephone----------------

**Designated person(s) onboard ship who can, on a confidential basis, provide seafarers with impartial advice on their complaint *(Note -Master must appoint this person on board.)***

Name----------------------------------Email-----------------------------Telephone----------------

Seafarer charter ---- ***Seafarer-charter@vships.com***

***:***

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Signature of Crew Member Signature of Crew Purser/ HR Officer*

(Rank/Name/pls print clearly)

***SECTION B*** *- Onboard Complaints Procedure:*

**Note:** The latest version of the procedure is available in the VMS at: [Crew](http://srv-glas301:82/Leisure/content/parent%20category%20topics/crew.htm) > [1.0 Crewing - Onboard procedures](http://srv-glas301:82/Leisure/content/parent%20category%20topics/procedures%20and%20operations/ship_crew_management.htm) > 1.4 Crew Policies> 1.4.3 - Onboard Complaints Policy and Procedure

[Raising a Complaint](javascript:void(0);)

A seafarer can and should address a complaint to a proper authority on board.  Such complaints should be resolved at the lowest level possible and only elevated to the next level when the matter cannot be resolved to the satisfaction of both parties. Proper authorities onboard include:

* Immediate Supervisor
* Head of Department
* Staff Captain
* Master

Regardless of the above, a seafarer may bring a complaint for conciliation directly to:

* the Master
* the relevant Planning Manager
* the MLC Mediator at the following address [**leisuremlc@vships.com**](mailto:leisuremlc@vships.com)
* the DPA or Deputy DPA

Furthermore, a seafarer can make a complaint directly to an appropriate external authority including but not limited to a:

* Inspector/ Surveyor from the Flag Administration
* Recognised Organisation Surveyor appointed by the Flag Administration
* Port State Control Officer
* Representative of a local seafarer labour organisation
* ISWAN (International Seafarers Welfare Assistance Network): <http://seafarerswelfare.org/>

[Complaint Response Times](javascript:void(0);)

The following time limits shall apply to complaint investigations and conciliation:

* A seafarer shall bring a complaint to the attention of a proper authority onboard within two (2) days of the alleged occurrence.
* The proper authority onboard shall conclude their investigation and conciliation within five (5) days of being alerted.

If more time is required to investigate a serious complaint, this must be approved at the next higher level, as referenced in this procedure.

Should the Master be unable to reconcile a complaint referred to him within 10 days, the matter should be formally referred to the MLC Mediator, for conciliation in accordance with the applicable terms and conditions of employment.

If conciliation acceptable to both parties cannot be reached after 20 days, both parties have a further 20 days to bring the complaint to the attention of the Flag Administration (or an agent appointed by Flag Administration) for them to act as mediator and endeavour to find a solution satisfactory to both parties.

[Investigation and Conciliation](javascript:void(0);)

A “proper authority” to whom a complaint is addressed shall:

* Conduct an investigation with reference the applicable terms and conditions of employment and then either conciliate the complaint or elevate it to a higher level, as referenced in this procedure
* If in doubt, seek the advice from a higher level, as referenced in this procedure
* The Captain shall seek advice from the MLC Mediator whenever necessary

A seafarer making a complaint has the right to be accompanied or represented at any investigation or conciliation by another seafarer of their choice on board the ship.

If a complaint is sent to the attention of the MLC Mediator, the Master’s decision shall apply until such time as the MLC Mediator’s decision is received.

[Prejudice and Victimisation](javascript:void(0);)

Should a “proper authority” to whom a complaint is addressed find that they or the person they must elevate a complaint to are prejudiced (e.g. by reference in the complaint), they should elevate the complaint above the prejudiced level and directly ashore where applicable.

A seafarer raising a complaint may likewise make their complaint above any prejudiced level and directly ashore where applicable.

A seafarer making a complaint shall not be victimised by any person with threats or adverse action for making a complaint.

If a complaint is subsequently found to be manifestly vexatious or malicious then, with the agreement of the MLC Mediator, disciplinary action may be brought against the seafarer making the complaint.

[Record Keeping](javascript:void(0);)

All complaints are to be recorded in the ship’s official log book.

The person conducting the investigation and conciliation shall make a written report on Form C625 “Record of Onboard Complaint” detailing each complaint, the actions taken and the conciliation decisions agreed. The Master is to countersign each report and sent it to the MLC Mediator.

A copy of the report shall be given to the seafarer making the complaint.

**National Administrations**

**Note:** Whilst every effort is made to ensure the information below is correct it cannot be guaranteed as details may periodically change. The most recent information and such for non-listed countries is available on the national administration websites via the [ILO MLC database](https://www.ilo.org/global/standards/maritime-labour-convention/database-ratification-implementation/lang--en/index.htm)

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| --- | --- | --- | --- |
| **Country** | **Administration** | **Telephone** | **Email** |
| Bangladesh | Department of Shipping | +880 9555128-9  +880 2 9513305 | [info@dos.gov.bd](mailto:info@dos.gov.bd), [dosdgdbd@btcl.net.bd](mailto:dosdgdbd@btcl.net.bd) |
| Bulgaria | General Labour Inspectorate Executive Agency | +359 29885172 | [secr-glsecretar@gli.government.bg](mailto:secr-glsecretar@gli.government.bg) |
| Bermuda | Department of Maritime Administration | +1441 295 7251 | [enquiries.bermudashipping@gov.bm](mailto:enquiries.bermudashipping@gov.bm) |
| China | Maritime Safety Administration, Shanghai, China | +86 21 6607 2773 (Crew Management Section) | [cyc@shmsa.gov.cn](mailto:cyc@shmsa.gov.cn) |
| Croatia | Republic of Croatia  Ministry of Maritime Affairs | +385 16169104 | [igor.butorac@pomorstvo.hr](mailto:igor.butorac@pomorstvo.hr) |
| Estonia | Estonian Maritime Administration -  Eesti Veetedeamet | **+**372 6205665  +372 6205500 | [eva@vta.ee](mailto:eva@vta.ee)  [navinfo@vta.ee](mailto:navinfo@vta.ee)  [eino.ots@vta.ee](mailto:eino.ots@vta.ee) |
| France | Service des Affaires Maritimes |  |  |
| Georgia | Lepl “Maritime Transport Agency” | +995 422 274925  +995 422 274917  +995 422 274916 | [info@mta.gov.ge](mailto:info@mta.gov.ge) |
| Germany | BG Verkehr/Dienststelle Schiffssicherheit | +49 40 361 37213  +49 40 361 37600 | [mlc@bg-verkehr.de](mailto:mlc@bg-verkehr.de) |
| Greece | Hellenic Republic Ministry of Shipping, Maritime Affairs and the Aegean Hellenic Coast Guard  Seamen’s Labour Directorate | +30 210 419 1442  +30 210 406 4217  +30 210 419 1295 | [dner@yen.gr](mailto:dner@yen.gr) |
| Hungary | National Transport Authority, Road, Railway and Shipping Authority, Department for Shipping | + 36 1 4741 751 | [hajo.hf@nkh.gov.hu](mailto:hajo.hf@nkh.gov.hu) |
| India | Shipping Master Mumbai | +91 22 2269 7971  +91 22 2269 7972 | [smmumbai@dgshipping.com](mailto:smmumbai@dgshipping.com) |
| Indonesia | Department of Sea Communication | +21 3811308  +21 3447017 | [helpdesk@ditlala.org](mailto:helpdesk@ditlala.org) |
| Ireland | The Marine Survey Office (MSO) of the Irish Maritime Administration(IMA) | +353 1 6620922  +353 1 6620923  +353 1 6783440 | [NMOCIreland@dttas.ie](mailto:NMOCIreland@dttas.ie)  [chrisreynolds@dttas.ie](mailto:chrisreynolds@dttas.ie)  [davemcmyler@dttas.ie](file:///C:\Users\PlaRus\Downloads\davemcmyler@dttas.ie) |
| Italy | Ministry of Transport - Directorate General for the supervision of port authorities, port facilities and maritime transport and inland waterways | +39 6 59084205 | [009@sicnavge.it](file:///C:\Users\PlaRus\Downloads\009@sicnavge.it) |
| Latvia | Maritime Administration of Latvia  Primary contact: Arturs Oss  Secondary contact: Sigita Lazdane | +371 67062166  +371 67062101 | [artirs.oss@lja.lv](mailto:artirs.oss@lja.lv)  [lja@lja.lv](mailto:lja@lja.lv) |
| Lithuania | Lithuanian Maritime Safety Administration | +370 46 469602 | [msa@msa.lt](mailto:msa@msa.lt) |
| Malta | Merchant Shipping Directorate, Malta Transport Centre, | +356 21250360 | [mlc.tm@transport.gov.mt](file:///C:\Users\PlaRus\Downloads\mlc.tm@transport.gov.mt) |
| Myanmar | Myanmar Marine Department | +95 1 558904 | [myanmarine@mptmail.net.mm](mailto:myanmarine@mptmail.net.mm) [desdma@mptmail.net.mm](mailto:desdma@mptmail.net.mm) |
| Norway | Norwegian Maritime Authority | +47 5274 5000 | [post@sdir.no](mailto:post@sdir.no) |
| Pakistan | **Government Shipping Office** | +92 2199263021  +92 2199263011 | [contact@shippingoffice.gov.pk](mailto:contact@shippingoffice.gov.pk) |
| Philippines | **POEA (Phil Overseas Employment Administration)** | +63 2 833 6992  +63 2 5516641  +63 2 5511560 | [onboardconci@poea.gov](mailto:onboardconci@poea.gov) |
| Poland | Ministry of Maritime Economy and Inland Navigation | +48 22 583 8670 | [sekretariat\_gt@transport.gov.pl](mailto:sekretariat_gt@transport.gov.pl) |
| Portugal | Directorate-General of Maritime Authority | +(351)210 984 050  +(351)210 984 038 | [Costa.campos@marinha.pt](mailto:Costa.campos@marinha.pt)  [Dgam.scpmh@marinha.pt](file:///C:\Users\PlaRus\Downloads\Dgam.scpmh@marinha.pt) |
| Romania | Romanian Naval Authority | +40 241 616 124  +40 241 616 104 | rna@rna.ro |
| Russia | Ministry of Transport of the Russia Federation(MINTRAS) | +7 495 6261010 | [info@mintrans.ru](mailto:info@mintrans.ru) |
| Serbia | Ministry of Construction, Transport and Infrastructure - Sector for Water Transport and Safety of Navigation | +381 11 3621-698 | Web: <http://www.mgsi.gov.rs/cir> |
| Sri Lanka | Ministry of Ports & Highways | +94 112435127 | [dmsmos@sltnet.lk](mailto:dmsmos@sltnet.lk) |
| Sweden | Swedish Transport Agency | +46 771 52 00 52 |  |
| Switzerland | Trade Union “Nautilus International | +41 61 262 24 24 | [infoch@nautilus.org](mailto:infoch@nautilus.org) |
| Turkey | Republic of Turkey Ministry of Transport, Maritime | +90 312 203 11 16  +90 312 203 11 11 (24 hrs) | [okm@ubak.gov.tr](mailto:okm@ubak.gov.tr) |
| UK | UK Maritime and Coastguard Agency | +44 (0) 203 8172543 | [mlc@mcga.gov.uk](file:///C:\Users\PlaRus\Downloads\mlc@mcga.gov.uk) |
| Ukraine | Ministry of Infrastructure of Ukraine | +38 044 351 50 09 | [portal@mtu.gov.ua](mailto:portal@mtu.gov.ua) |



***SECTION C*** *– Code of Conduct:*

**Note:** The latest version of the Code of Conduct is available in the VMS at: [Crew](http://srv-glas301:82/Leisure/content/parent%20category%20topics/crew.htm) > [1.0 Crewing - Onboard procedures](http://srv-glas301:82/Leisure/content/parent%20category%20topics/procedures%20and%20operations/ship_crew_management.htm) > 1.2 Crew Conduct

Code of Conduct

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|  | **1.** |  |

1. Seafaring is a civilian occupation.  However, the ship board environment demands the highest standards of discipline, behaviour and conduct.
2. A responsible attitude to work and leisure is expected of every person working on a ship
3. Disciplinary procedures are designed to emphasise and encourage improvements in individual conduct.
4. Failures of discipline, conduct or behaviour will be dealt with by reference to this code.

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|  | **2.** |  |

1. Good communication between the Master, Officers, Petty Officers and Crew will ensure that reasonable orders are given and obeyed.
2. In an emergency or other situation in which the safety of the ship or any person on board is at risk the orders of the Master, Officers and Petty Officers must be obeyed without question.

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|  | **3.** |  |

Immediate dismissal from the ship may be considered by the Master for serious breaches of the Code.

It must be proven to the Master's reasonable satisfaction that the offence has been committed.

All cases of dismissal are to be recorded on the company disciplinary forms [DIS 2](http://srv-glas301:82/Leisure/content/forms%20%20letters%20and%20filing/ship%20forms/crew%20forms/dis2%20notification%20of%20disciplinary%20hearing.docx) & [DIS 3](http://srv-glas301:82/Leisure/content/forms%20%20letters%20and%20filing/ship%20forms/crew%20forms/dis3%20discipline%20record%20form.docx) and in the Official Log Book.

The following acts of misconduct are considered serious breaches of the Code.

1. Failure to comply with the ship's safety, environmental and security policies and procedures including requirements for attendance of safety, environmental, security trainings and drills unless exempted by the Master
2. Interference with, removal, or tampering with any safety device or other equipment and appliances furnished for protection, or interference with any method or process adopted to prevent accidents or injury to health, except in an emergency and unless duly authorized
3. Falsification of Company or ship’s records
4. Assault of a passenger, officer, crew member or any other person on board the vessel
5. Wilful damage to the ship or any property on board.
6. Theft or possession of stolen property.
7. Possession of offensive weapons, firearms or explosives.
8. Violation of customs, immigration, agriculture or quarantine regulations in any port.
9. The unlawful possession, distributing or trafficking/smuggling of drugs at any time.
10. Mutiny or inciting others to mutiny.
11. Persistent or wilful failure to perform duty.
12. Conduct endangering the ship or persons on board (this may include repeated or gross violations of the smoking policy)
13. To prejudice the safety of the ship or any person on board by sleeping on duty, failing to remain on duty or incapacity to carry out duty (including through the influence of drink or drugs)
14. Failing any required illegal drug or alcohol test, with confirmed positive test result over the prescribed limits (per Drug and Alcohol Policy), or refusal for submittal to such tests
15. Disobedience of orders relating to the safety of the ship or any person on board.
16. Behaviour which seriously detracts from the safe, hygienic and efficient working of the ship or the service standards of the hotel operation.
17. Intimidation, harassment or bullying, discrimination, coercion and interference with the work of others on board.
18. The communication of written, verbal, photographic, video or computer material regarding Owners’/Agent’s/Company guests, employees, activities, operations or business without the permission of the Master.
19. Offensive or disrespectful behaviour towards a passenger.
20. Unauthorised gaming, gambling or trading.
21. Entering any passenger cabin or other prohibited area without proper authorization or bringing passengers into crew areas or to attend private crew parties
22. Violation of shore leave regulations
23. Harbouring a stowaway or a non-fare paying individual
24. Repeated breaches of the offences in the above paragraph
25. Cyber bullying a colleague by using inappropriate graphics or threat-centred abusive emails, Postings on social networks (posting rumors, threats, sexual remarks, a victims' personal information, or pejorative labels i.e., hate speech); and or sending inappropriate messages

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|  | **4.** |  |

Formal warnings may be considered by the Master or Head of Department for lesser breaches of the Code.

The Master or Head of Department must be reasonably satisfied that the offence has been proven to have been committed.

A formal warning should be recorded on the company disciplinary forms (DIS3 supported by DIS2) and in the Official Log Book.

Formal warnings are held on file for a period of one year, thereafter all copies are removed by assigned shipboard personnel.

The following acts of misconduct are considered lesser breaches of the Code.

1. Offences described in paragraph 3 which in the circumstances of the case do not justify dismissal.  (The unlawful possession of drugs will always result in dismissal).
2. Minor acts of assault, disobedience, negligence and neglect of duty.
3. Unsatisfactory work performance.
4. Poor punctuality.
5. Stopping work before the authorised time.
6. Failure to report to work without satisfactory reason.
7. Absence from place of duty or from the ship without leave.
8. Offensive, disrespectful or disorderly behaviour.
9. Incorrect or unsatisfactory appearance or inadequate personal hygiene.
10. Violation of the smoking policy
11. Soliciting/bribery
12. Loss of a security (master, sub-master, or section master) key
13. Remaining in passenger accommodation (cabins, restaurants, bars, etc) other than in execution of his/her duties.
14. Failing to report knowledge of unlawful possession, distributing or trafficking/ smuggling of drugs.

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|  | **5.** |  |

Verbal warnings may be considered by the Master, Head of Department, an officer or a petty officer for lesser breaches of the Code.

The Master or Head of Department must be reasonably satisfied that the offence has been proven to have been committed.

The recording of a verbal warning is not required and the matter will be considered closed once the verbal warning is issued.

The following acts of misconduct are considered lesser breaches of the Code.

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|  | A. | Offences described in paragraph 4. which in the circumstances of the case do not justify a formal warning. |

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|  | **6.** |  |

Disciplinary hearing procedures for dealing with breaches of the Code.

1. An alleged breach of the Code for which a verbal warning is considered inadequate is to be investigated by the Master or Head of Department with the minimum of delay.
2. The Master or Head of Department is to advise the employee of the alleged breach of the Code on Form DIS 2 (Notification of Disciplinary Hearing) and instruct him/her to attend a disciplinary hearing to investigate the matter.

* The employee may ask a friend, the respective crew representative or any seafarer of his/her choice onboard the ship to accompany him either to observe or to speak on his behalf.

1. At the hearing the employee is to be given the opportunity to admit or deny the allegation, to question the person bringing the allegation, to call and question any witnesses on the evidence produced against him and to make a statement.
2. After careful and thorough investigation and having considered all the evidence the Master or Head of Department will inform the employee if he finds the employee did commit the alleged breach.
3. If the employee is found to have committed the alleged breach:

* the Head of Department may impose a formal warning.
* the Master will consider the employee’s record on the ship, the severity of the offence and any other relevant factors and may impose either a formal warning or dismiss the employee from the ship.

1. Disciplinary action is to be recorded on the Form DIS 3 (Discipline Record Form) and in an Official Log Book entry.  A copy of each is to be given to the employee. A summary of the investigation and hearings is to be made and filed with these disciplinary records.

* In the event of dismissal the employee is to be advised of any repatriation expenses to be recovered from his wages and an entry in the Official Log Book.