**GRIEVANCE/ON BOARD COMPLAINT FORM**

This form is to be filled by the complainant or complainant’s representative. If the compliant involves allegation against any other seafarer, which may be regarded as personal, private or intimate, such seafarer may not be referred to in an identifiable way in writing this form.

**Section 1 - Ship’s Particulars**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Vessel: |  |  | Place: |  | Date: |  |
|  |  |  |  |  |  |  |

**Section 2 – Complainant’s Particulars**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Rank: |  | Name & Passport No: |  | Date of Birth: |  |
|  |  |  |  |  |  |

**Section 3 – Complainant Representative’s Particulars (If any)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Rank: |  | | Name & Passport No: |  | | Date of Birth: |  | |
| **Declaration**:  I confirm that I have agreed and accepted to accompany and/or to represent the complainant, and to attend any meetings into the subject matter of the complaint.      Signature : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | | |
| Signature: | |  | | |  | | |  |
|  | |  | | |  | | |  |

**Section 4 – Complaint Description**

|  |  |  |  |
| --- | --- | --- | --- |
|  | | | |
| Declaration :  I confirm that I have not been penalized or victimized in any way for filing this complaint, and that I have been informed that lodging this complaint is without prejudice to my right to seek redress through whatever legal means I consider appropriate.    I declare that all the information submitted by me in this Grievance/On Board Complaint Form is correct and does not contain any false information. I declare that I have not omitted any relevant information and that my complaint is not unjustified.    I accept that this matter may be referred to the Master for resolution and the Master will inform me of the outcome. | | | |
| Signature: |  |  |  |
|  |  |  |  |

**Section 5 – Acknowledged by Head of Department, Seafarer’s Superior Officer or Master**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Signature of the complainant: | | | | | | |
| Rank: |  | Name: |  |  | Date of Receipt: |  |
|  | | | | | | |

**Section 6 - Meeting to Resolve Complaint**

|  |
| --- |
| Date of Meeting & Attended By: |
| Briefly describe the result of the meeting: |
| Matter has been resolved: Yes/No (If No, please stat reason) |
| If No – The matter has been referred to the Company for resolution on (date/month/year). If other, please state organisation. |

|  |  |
| --- | --- |
| **Acknowledged by Complainant**  Name and Signature:  Date: | **Signature by Master**  Name and Signature:  Date: |
| **Acknowledged by Complainant’s Representative (if any)**  Name and Signature:  Date: |  |