ILO MLC Complaint Record

*Marine Operations*

**Initial Complaint:**

 Vessel \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date **(01-JANUARY-2021)** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
|  | Print Names: First Middle Last | Position on the vessel |
| Making the Complaint: |  |  |
| Advisor/Witness (required): |  |  |
| Head of Department: |  |  |
| Master of the Vessel: |  |  |
| The seafarer asserts that the following ILO MLC 2006 title/ regulation is not being met. |
| Title # |  | Title name |  |
| Regulation# | \_\_\_.\_\_\_.\_\_\_ | Reg name |  |
| What does the regulation state that is not being met?Explain how this regulation is not being met:Suggested corrective action: |

**Crew Representative Interview:**

|  |
| --- |
| The Crew Representative has 2 days to interview the seafarer to resolve the complaint. The results must be recorded here and a copy given to the seafarer. |
| Date of Interview **(01-JANUARY-2021)** |  |
| Decision or outcome of interview:Action items to be completed (if any):What date should they be complete?  Who will be responsible for completion? |
| Head of Dept. Signature |  |

If the seafarer is satisfied with the way the complaint was handled, then the matter is closed and a copy of this form is to be forwarded to the Port Captain. If not, proceed to next section: **Appeal to Captain**.

**Appeal to Captain:**

|  |
| --- |
| The Captain has 3 days from the date of appeal to interview the seafarer to resolve the complaint. The results must be recorded here and a copy given to the seafarer. |
| Date of Interview **(01-JANUARY-2021)** |  |
| Decision or outcome of interview:Action items to be completed (if any):What date should they be complete?  Who will be responsible for completion? |
| Captain’s Signature |  |

If the seafarer is satisfied with the way the complaint was handled, then the matter is closed and a copy of this form is to be forwarded to the Port Captain . If not, proceed to next section: **Appeal to the Port Captain**. The Port Captain is the final authority designated by the company to resolve this complaint.

**Appeal to Port Captain:**

|  |
| --- |
| The Port Captain has 5 days from the date of appeal to interview the seafarer to resolve the complaint. The results must be recorded here and a copy given to the seafarer. |
| Date of Interview **(01-JANUARY-2021)** |  |
| Decision or outcome of interview:Action items to be completed (if any):What date should they be complete?  Who will be responsible for completion? |
| Port Captain Printed Name |  |
| Port Captain’s Signature |  |

The Port Captain’s decision is final. A copy of this document with all sections completed will be given to the seafarer and a copy emailed to the Port Captain.

**\*\*\* Final record to be kept on board for three years from the date of official complaint.**