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](mailto:DPA@tdi-bi.com) 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](mailto:DPA@tdi-bi.com) 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.**