

# ILO MLC Complaint Record

## *Marine Operations*

### Initial Complaint:

Vessel \_\_\_\_\_ Date **(01-July-2022)** \_\_\_\_\_

Helm Record # \_\_\_\_\_

	Print Names: First Middle Last	Position on the vessel
Making the Complaint:		
Advisor/Witness (required):		
Crewman's direct Supervisor:		
Captain of the Vessel:		

The seafarer asserts that the following ILO MLC 2006 title/ regulation is not being met.

Title #		Title name	
Regulation#	____.____.____	Reg. name	
<p>What does the regulation state that is not being met?</p>   <p>Explain how this regulation is not being met:</p>   <p>Suggested corrective action:</p>			

### Crew Representative Interview:

The Crew Representative has 2 days to interview the seafarer to resolve the complaint.  
 The results must be recorded in Helm and a copy given to the seafarer.

<b>Title of Document:</b>	ILO Complaint Process	<b>Document Number:</b>	
<b>Authority:</b>	Designated Person Ashore	<b>Revision:</b>	May 2022
<b>Custodian/Owner:</b>	Shannon Smith	<b>Issue Date:</b>	May 2022
			Page 1 of 3

Date of Interview <b>(01-July-2022)</b>	
Decision or outcome of interview:	
Action items to be completed (if any):	
What date should they be complete?	
Who will be responsible for completion?	
Crew Representative Signature	

If the seafarer is satisfied with the decision, then the matter is closed. The results must be recorded in the Helm record and a copy given to the seafarer. When the Helm record is FINISHED, it will forward a copy of this form to [DPA@tdi-bi.com](mailto:DPA@tdi-bi.com).

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 in the Helm record and a copy given to the seafarer.

Date of Captain's Review <b>(01-JANUARY-2022)</b>	
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	

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			Page 2 of 3

## Appeal to Designated Person Ashore (DPA):

If the seafarer is satisfied with the captain’s decision, then the matter is closed. If not, the next step is to appeal to the DPA. When the Helm record is FINISHED, it will forward a copy of this form to the DPA for review and resolution.

The DPA has 5 days from the date of appeal to resolve the complaint. The results will be recorded in the Helm record. A copy of the final decision should be printed on the vessel and given to the seafarer.

**The Designated Person Ashore is the final authority designated by the company to resolve this complaint.**

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			Page 3 of 3