

# On-board Complaint Form & Procedure



Name of Ship : \_\_\_\_\_

IMO Number : \_\_\_\_\_

## **Contact Information**

A. Person/persons (rank or position) on board the ship authorized to provide seafarers with confidential and impartial advice on a complaint and otherwise assist in following the on-board complaint procedures:

a:

b:

B. Contact information of the company ashore designated by the ship owner/charterer for handling on-board complaints:

Name : RS Marine Shipmanagement N.V.  
Telephone : +599-9-7370600 | Fax: +599-9-7373875  
Email address : [management@rsmarine-curaçao.com](mailto:management@rsmarine-curaçao.com)  
Website : [www.rsmarine-curaçao.com](http://www.rsmarine-curaçao.com)

C. Contact information of the competent authority in the flag State:

Name : Department of Maritime Labour Affairs  
Panama Maritime Authority  
Telephone : (507) 501-5059 / 5067 | Fax: (507) 501-5210  
E-mail address : [labormar@amp.gob.pa](mailto:labormar@amp.gob.pa)

D. Contact information of the competent authority in the seafarers' country of residence can be found on the ILO-website (click on the relevant country):

<http://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:80001:0::NO>

Briefly describe your complaint. If more space is needed please attach additional pages.

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## **Procedure**

1. Seafarers with a complaint shall submit the matter in writing within five days of the occurrence, or according to the circumstances, following the under mentioned hierarchy:
  - a. Superior Officer
  - b. Head of Department
  - c. Master

Each has a further five (5) days to solve the complaint.

2. Complaints shall be sought to be resolved at the lowest level possible; and only when the matter cannot be resolved to the satisfaction of both parties, shall it be elevated to the next level.
3. Notwithstanding item 2 above, seafarers shall have the right to present their complaints directly to the Master and where they consider it necessary, to the person ashore designated by the ship owner/charterer to handle complaints or to the Directorate General of Merchant Marine of the Panama Maritime Authority or to appropriate external authorities.
4. If the complainant seafarer refers the complaint to the Master, the Master shall handle the complaint personally and may seek the assistance of the person designated by the ship owner/charterer to handle complaints.
5. Seafarers shall have the right to be accompanied or represented by another seafarer of their choice on board of the ship during the complaints procedure.
6. The vessel shall keep on board a record book for complaints, where all of these as well as the decisions should be recorded. The seafarers shall be provided with a copy of this.
7. If a complaint cannot be resolved on board, the matter should be referred ashore to RS Marine Shipmanagement N.V., who will have a period of eight (8) days, for resolving the matter, in consultation with the concerned seafarer or any person he may appoint as his representative.
8. If within the period of eight (8) days, the complaint on board has not been resolved, then the period shall be extended for twenty two (22) more additional days, with the sole purpose to find a favorable solution, which shall be recorded on the registries of the ship and be available to the competent authorities.
9. Any kind of harassment against seafarers filing complaints is banned.