



REPUBLIC OF CYPRUS
**MINISTRY OF
 COMMUNICATIONS AND WORKS**



**DEPARTMENT
 OF MERCHANT SHIPPING
 LEMESOS**

MODEL OF ON-BOARD COMPLAINT-HANDLING PROCEDURES

NAME OF SHIP:..... IMO NUMBER:.....

CONTACT INFORMATION

1) Contact information for the Company’s MLC, 2006 Designated Person (DP) or any other person appointed by the Company:

- a) Name:
- b) Telephone number
- c) E-Mail address:

2) DMS/Cyprus, MLC, 2006 Contact Point

- a) Telephone number: +357-25 823715
- b) Fax number: +357-25 305030
- c) Email address: mlc@dms.mcw.gov.cy

3) Competent Authority in the seafarers’ country of residence:

- a) Name:
- b) Telephone number:
- c) E-Mail address:

4) Name of person or persons on board the ship authorized to provide on a confidential basis advice and assist the complainant seafarer:

- a):.....
- b):.....

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

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1) The complainant seafarer shall submit his/her complaint in writing within five days of the occurrence, or according to the circumstances, following the below hierarchy:

- a) Superior Officer
- b) Head of Department
- c) Master

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

2) Complaints should 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) Seafarers have the right to complain directly to the master and where they consider it necessary, to the ***DMS/Cyprus, MLC, 2006 Contact Point*** 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 shipowner to handle complaints. (***Company's MLC, 2006 Designated Person (DP) or any other person appointed by the Company***)

5) If the master is unable to resolve the complaint, the seafarer shall have ten (10) days to bring it through the master to the shipowner, or if the complaint may be to the prejudice of the master, then directly to the shipowner.

6) The shipowner and the seafarer concerned shall have a period of twenty (20) days there from to solve the matter.

7) If after twenty (20) days, the complaint has not been solved, then either party shall have a further twenty (20) days to bring the matter to the Cyprus Maritime Administration (***DMS/Cyprus, MLC, 2006 Contact Point***)

8) Complainant seafarers have the right to be accompanied and to be represented by another seafarer of their choice on board the ship.

9) Seafarers have the right to be accompanied or represented during the complaints procedure.

10) The complainant seafarer shall not be victimized.

11) All complaints and decisions on them shall be recorded and a copy provided to the complainant seafarer.