

## **On-Board Complaint Handling Procedure - MLC 2006 Regulation 5.1.5**

### **1. Addressing the complaint on board**

- 1.1 Shipowners shall ensure that each ship has on-board a formal complaint procedure Available to all seafarers which is designed to resolve complaints at the lowest possible Level but which does not prevent a seafarer from making a complaint directly to the master Or to the Shipowner or Director General's office if he considers it necessary
- 1.2 Seafarer making a complaint may be accompanied or represented during the procedure
- 1.3 The complaint system must include safeguards against victimization
- 1.4 The complaint system shall ensure at least that complaints are
  - a) addressed to the head of department or to a superior officer
  - b) dealt within 24 hrs whenever practicable
  - c) if not resolved referred to the Master to be dealt within 03 days
  - d) Recorded and copy to seafarer
  - e) If not resolved on board ,referred to the shipowner or his representative ashore to be resolved within one month
- 1.5 Every seafarer to be provided with a copy of the complaint procedure and with the contact details at Director general of Mercant Shipping to whom complaints can be referred and the contact details of the competent authorities in his country of residence and the contact details of Responsible person of shipowner or his representative
- 1.6 Complaint procedure shall include the name of a person on board who can provide impartial Advise on a confidential basis on a complaint.
- 1.7 A model format for on-board complaint handling procedures is provided  
In **page 2** of this annex The Administration may accept other forms of the on-board complaint handling procedures, provided the required information is included.

### **Model of on-board complaint-handling procedures**

1. Name of ship:..... IMO number:.....

2. 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).

3. Contact information of the person or persons ashore designated by the shipowner for handling on-board complaints:

a). Contact person: b).

Telephone number: c).

Email address:

4. Contact information: Director General, Merchant Shipping Secretariat

a). Department in charge: Investigations-

Name	Designation	Telephone Number (office Hours)	Telephone Number (After office Hours)	E-mail
Capt.J.M.Sunil	Examiner (Navigation)	+94 11 2394620	+94 773236210	dmsmos@sltnet.lk
Mr.Bandula Kariyawasam	Port State Controller (Engineering)	+94 11 2388376	+94 777353415	dmsmos@sltnet.lk
	Shipping Officer	+94 11 2435127		

b). Web: [www.dgshipping.gov.lk](http://www.dgshipping.gov.lk)

5. Contact information of the competent authority in the seafarers' country of residence:

a). Authority/Contact person: same as above table

b). Telephone number:

c). Email address:

6. Seafarers with a complaint shall have the ability to have the matter addressed by bringing it to the attention of the proper authority on board, as provided below.

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