

On-board Crew Complaints Procedure

Any seafarer on board onboard a Cayman Islands registered yacht shall have the right to lodge a complaint (i.e., a labour grievance) and to have that complaint investigated, provided it is specific in nature and is alleged to constitute a breach of seafarers' rights under the Maritime Labour Convention, 2006 (MLC, 2006), and CISR law or regulation.

The Shipmaster contact is shipping.master@cishipping.com or +44 1489 799203

Shipping Notice Reference: **04/2014 Rev 2:**

https://www.cishipping.com/system/files/notices/documents/2014_04_CISN_R2.PDF

1. Onboard

Head of department and/or elected crew representative: _____

2. Management

Yachting Concept Monaco

36 Rue de Grimaldi

98000 Monaco

Office phone: + 377 99 90 16 30

dpa@yachtingconceptmonaco.com

DPA direct phone number: +377 99 92 36 48

3. Flag and country of residence contact

The Shipmaster contact is shipping.master@cishipping.com or +44 1489 799203

Country of residence authorities: <https://www.ilo.org/dyn/normlex/fr/f?p=1000:80020:::NO:80020::>

4. Procedure

1. Complaints should be resolved quickly and effectively, at the lowest level practicable;
2. Complaints should be addressed to the head of the seafarers' department or to their superior officer;
3. Complaints regarding health and safety matters should also be reported to the safety officer;
4. The head of department or superior officer should attempt to resolve the matter within a prescribed time limit appropriate to its seriousness;
5. If the complaint cannot be resolved by either the head of department or the superior officer to the satisfaction of the seafarer, or the seafarer does not feel that the complaint is being dealt with expeditiously, then the seafarer may refer the matter to the master who should personally handle the complaint;
6. Seafarers should always have the right to be accompanied and to be represented by another seafarer of their choice on board the ship;
7. All complaints and associated decisions should be recorded, and copies should be provided to the seafarer concerned;
8. If a complaint cannot be resolved on board, the matter should be referred ashore to the DPA;
9. In all cases seafarers should have the right to lodge complaints directly with the master; the DPA, the shipowner; and/or the Cayman Islands Shipping Registry;
10. Seafarers must not be victimised in any way for filing a complaint and action should be taken against any person who has been found to victimise a complainant.
11. The master should maintain confidential records of all on board complaints. These records must be made available to CISR, or others duly authorised by CISR, upon request.
12. The shipowner should also maintain confidential records of all on board complaints, including those against the master. These records must be made available to CISR, or others duly authorised by CISR, upon request.

Crew Member		Signature
Full Name		<i>I hereby confirm that I have understood all the above.</i>
Date and time		