

# On-board Crew Complaints Procedure

Any seafarer on board an RMI flag vessel 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), or RMI law or regulation. The RMI Maritime Administrator's contact email address for such complaints is [seafarers@register-iri.com](mailto:seafarers@register-iri.com)

Marine Notice Reference: <https://www.register-iri.com/wp-content/uploads/MN-7-053-1.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](mailto:dpa@yachtingconceptmonaco.com)  
DPA direct phone number: +377 99 92 36 48

## 3. Flag and country of residence contact

Resident agent in Marshall Islands for communication: [seafarers@register-iri.com](mailto:seafarers@register-iri.com)  
Country of residence authorities: <https://www.ilo.org/dyn/normlex/fr/f?p=1000:80020::NO:80020::>

## 4. Procedure

1. Contact head of department or elected crew representative who can, on a confidential basis, provide seafarers with impartial advice on their complaint and assist them in following the complaint procedures. Such assistance rendered by this person may include attending meetings or hearings, if requested by the complainant seafarer.
2. Contact the Company Designated Person Ashore (DPA) or his/her designee;
3. Contact the Office of the Maritime Administrator;
4. Contact information for the Competent Authority of the seafarers' country of residence;
5. Until such time as the Company DPA's decision is received, the Master's decision shall be binding on all parties.

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