

On-board Crew Complaints Procedure

The complainant seafarer shall submit his complaint to his superior officer in writing (preferably by mail AND printed letter). Where a solution cannot be found at this level, the superior officer shall refer the complaint to the head of department, or the Captain. The latter shall interview the seafarer with a view to solving the complaint. If no satisfactory resolution is obtained, the seafarer may appeal to the management of the company. If no satisfactory resolution is achieved the seafarer may resort to forwarding the appeal to the directorate, on mlc.tm@transport.gov.mt or to the consular officer of Malta abroad.

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

S&D Yachts

Address: 10 Seabreeze — Giuseppe Cali Street, Ta Xbiex, XBX 1421 – Malta

Phone : +356 2133 1515

Phone : +356 2133 9908

info@sdyachts.com

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

4. Procedure

1. All complaints must be submitted in writing-form to the Captain within a week of the occurrence.
2. If the matter is not resolved after 2 weeks, the complaints must be sent to the management and then to the Malta authorities (Contact details above)
3. All crew members can ask the assistance of the Captain, Chief Engineer or Chief Officer to solve the matter o/b or to prepare official complaints to the management and TM.
4. The complainant can also be represented / accompanied with another seafarer of his choice.
5. All complaints will be notified in the ship's official documents, the complainant will receive answer in writing and must be treated within a month or sent to Malta authorities
6. The complainant will receive official answer in writing and will not be victimized.

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