**St Kitts & Nevis International Ship Registry**

**MODEL OF ON-BOARD COMPLAINT HANDLING PROCEDURES**

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| --- | --- | --- |
| **Name of Ship** | **Official Number** | **IMO NUMBER** |
|  | **SKN** |  |

**CONTACT INFORMATION**

Person(s) (name or rank) on board the ship authorised to provide seafarers with confidential & impartial advice on a complaint & otherwise assist in following the on-board complaints procedure:

(To be completed by Shipowner)

Contact information of the person or persons ashore designed by the ship owner for handing onboard complaints:

(to be completed by Shipowner)

1. Name:
2. Telephone Number:
3. Fax Number:
4. Email Address:

**Flag State Contact Point:**

St. Kitts and Nevis International Ship Registry  
West Wing, York House  
48-50 Western Road  
Romford  
RM1 3LP  
United Kingdom  
  
Tel: +44 (0)1708 380400  
Fax: +44 (0)1708 380401

Email: [mail@stkittsnevisregistry.net](mailto:mail@stkittsnevisregistry.net)

**Competent Authority in the seafarers’ country of residence:**

(to be completed by Shipowner)

1. Name:
2. Telephone Number:
3. Fax Number:
4. Email Address:

**THIS ONBOARD COMPLAINT PROCEDURE SHOULD BE MADE AVAILABLE TO ALL SEAFARERS WORKING ON A SHIP**

**COMPLAINT PROCEDURE**

1. The complainant seafarer briefly describes his/her complaint;
2. The complainant seafarer should submit his/her complaint in writing within seven (7) days of the occurrence, or according to the circumstances, following the hierarchy below:
   * Superior Officer
   * Head of Department
   * Master
3. Each of the indicated ranks has a further seven (7) days to solve the complaint.
4. If the Master is unable to resolve the complaint, the seafarer will have ten (10) days to bring it through the Master to the shipowner, or if the complaint is to the prejudice of the Master, then directly to the shipowner or his representative ashore.
5. The shipowner or his representative ashore and the seafarer concerned will have a period of thirty (30) days to resolve the complaint.
6. If after thirty (30) days, the complaint has not been solved, then either party will have a further thirty (30) days to bring the matter to SKANReg*.*

**NOTES – see also Maritime Circular MC/49/13**

1. It is a mandatory requirement for shipowners to establish on board procedures for the handling of seafarers' complaints alleging breaches of the requirements of MLC 2006, including seafarers' rights, in accordance with the national requirements and the requirements of MLC 2006.
2. It is also mandatory for shipowners to ensure that each seafarer has:
   1. A copy of the complaint procedures;
   2. The shipowner’s contact details or the contact details of the shipowner’s representative ashore who is responsible for handling and resolving complaints;
   3. The contact details for SKN’s point of contact for receipt of complaints. (See paragraph 6); and,
   4. The contact details of the Competent Authority (Article II – 1 (a)) in the seafarer’s country of residence.
3. Seafarers making a complaint may be accompanied or represented during the complaint procedure.
4. SKN’s point of contact for receipt and resolution of seafarer complaints (paragraph 6) is the office of the Registrar;

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West Wing, York House, 48-50 Western Road, Romford, Essex, RM1 3LP

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