

**ISLE OF MAN SHIP REGISTRY**  
**SEAFARERS COMPLAINTS PROCEDURE**



**GENERAL**

*In the Isle of Man Ship Registry Quality Policy we have a commitment to address any seafarer's complaints. These can be in various formats and brought to our attention from a number of sources. They will always be passed to a Principal Surveyor who will decide any actions and allocate the resources. We also have a need to treat the complaint in confidence as far as possible to avoid any additional problems for the seafarer concerned. However, to avoid dealing with possible malicious calls we have to insist that complaints are sent by letter, fax or e-mail and that any complaint identifies the person making it.*

**Ship**

If any seafarer employed in a ship registered in the Isle of Man considers that he has a grievance in connection with any aspect of his work, safety, living conditions, food, treatment, pay or any other aspect of his employment in the ship he should have access to a procedure on board described in his contract of employment or in the company procedures, that allows him to take his grievance to either his Head of Department or to the Master.

If the seaman is dissatisfied with the action taken by the Master on the grievance, or if he feels that it is not appropriate to complain to the Master or if he feels that the Master is not taking action he should take the matter to the Company who should have a mechanism for dealing with it.

If none of these procedures are effective the Master or any of the crew may take the matter directly to the Ship Registry. He may do so by letter, by fax, or by email. All such complaints will be treated by the Ship Registry in absolute confidence and will be given serious consideration by the Ship Registry. If appropriate a Surveyor will visit the ship to

investigate the complaint. It is however essential that the person making any complaint is identified to the Ship Registry. The Ship Registry will not reveal the source of its information when investigating but will not deal with any anonymous complaints.

**Complaints about provisions or water**

Isle of Man Regulation provides that if 3 or more seamen employed in an Isle of Man ship consider that the provisions or water provided for them are not in accordance with regulations because of bad quality, unfitness for use or deficiency in quantity, they have a right to complain to the Master who must investigate. He must also record the fact in the official log book.

As with any other grievance, if they are dissatisfied with the action taken by the Master they may complain to the company and then to the Ship Registry.

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