



LOGISTIC INTERNATIONAL SERVICES CORPORATION

ONBOARD COMPLAINT FORM AND PROCEDURE

Code: F-PMSSA-25

Revision: 02

Effective date:
Dec. 28th, 2022

Page **1** of **4**

Complaint Form No: _____

Date of Complaint: _____

Vessel Name: _____

IMO Number: _____

Part A. Declaration of Logistic International Services Corporation.

Logistic International Services Corporation is committed to ensuring that seafarers who provide services on the company's vessels under which personnel are recruited have decent working and living conditions, a safe workplace and fair employment.

Seafarers are encouraged to use the Shipboard Complaint Procedures to resolve complaints at the lowest possible level in accordance with MLC 2006. However, in the event that a complaint cannot be resolved on board, Logistic International Services Corporation, as a placement agent provides this complaint form for seafarers, can send us the complaints and be able to channel them in order to seek a solution for both parties.

Please provide the requested information as detailed as possible from part B and C of this form.

Part B. Marine Information:

Full name: _____

Position on board: _____

Contact phone: _____

Email: _____

Seafarer Book Number: _____

Seafarer's Date of Birth: mm/dd/yyyy _____

Seafarer's Address: _____

Part C. Detail of the Complaint.

1. Date on which the complaint occurred:

2. Date of registration in the log on board:

3. Please indicate the nature of the complaint by selecting one of the following options*

General complaint effecting specific working or living conditions onboard the ship.

Complaint relates to a single seafarer.

4. Does the complaint relate to any of the following matters?

Note: Please select the area or areas to which the complaint most closely applies.

Recruitment and placement services (manning Agency)



LOGISTIC INTERNATIONAL SERVICES CORPORATION

ONBOARD COMPLAINT FORM AND PROCEDURE

Code: F-PMSSA-25

Revision: 02

Effective date:
Dec. 28th, 2022

Page **2** of **4**

- Seafarers Employment Agreement
- Payment of Wages
- Hours of Work or Hours of rest.
- Entitlement to Leave
- Repatriation
- Accommodation Facilities.
- Recreational Facilities.
- Food, Water or Catering
- Medical Care on board and Ashore
- Other

5. Briefly describe the complaint, if you need more spaces, you can add another page:

6. If onboard complaint procedures were not used, provide a brief summary of why these procedures should not be exhausted first.

Part D: Contact information of the company assigned on the ground.

Name: Logistic International Services Corporation.

Telephones: +507 373-4907 / +507 +373-4908 / +507 788-6592

Email: m.operations@panamamarinelogistic.com.pa

Website: www.panamamarinelogistic.com.pa

Part E. Contact information of the competent authority for the Flag State:


Name: Department of Maritime Labor Affairs – Panama Maritime Authority.

Telephones: +507 501-5059 / +507 501-5067

Email: labormar@amp.gob.pa

The contact information of the competent authority in the seafarers' country of residence can be found on the ILO website (click on the relevant country):

<http://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:80001:0::NO>

	LOGISTIC INTERNATIONAL SERVICES CORPORATION	Code: F-PMSSA-25
		Revision: 02
	ONBOARD COMPLAINT FORM AND PROCEDURE	Effective date: Dec. 28 th , 2022
		Page 3 of 4

PROCEDURE (MLC 2006 – 5.1.5)

1. Seafarers who submit a complaint shall submit a complaint in writing within five days of the occurrence, or depending on the circumstances, following the following hierarchy:

- a. Senior Officer
- b. head of the department.
- C. Captain.

Each has five (5) more days to resolve the complaint.

2. Efforts shall be made to ensure that complaints are resolved at the lowest possible level; and only when the matter cannot be resolved to the satisfaction of both parties shall it be raised to the next level.

3. Without prejudice to the provisions of point 2 above, seafarers shall have the right to submit their complaints directly to the captain and, when he deems it necessary, to the person on land designated by the shipowner/charterer to deal with complaints or to the General Directorate of Merchant Marine of the Maritime Authority of Panama or to the corresponding external authorities.

4. If the reporting seafarer refers the complaint to the master, the master shall deal with the complaint personally and may request the assistance of the person designated by the shipowner/charterer in dealing with the complaints.

5. Seafarers shall have the right to be accompanied or represented by other seafarers of their choice on board the ship during the complaint's procedure.

6. The ship shall keep on board a complaint record book, which shall record all complaints and the decisions. A copy of it shall be provided to seafarers.

7. If a complaint cannot be resolved on board, the matter must be referred ashore to LOGISTIC INTERNATIONAL SERVICES CORPORATION, who will have a period of eight (8) days to resolve the matter, in consultation with the seafarers in question and the contracting company.

8. If within the term of eight (8) days, the complaint on board has not been resolved, then the term will be extended for twenty-two (22) more days, with the sole purpose of finding a favorable solution, which must be recorded in the records of the ship and be available to the competent authorities.

9. Any type of harassment against seafarers who file complaints is prohibited.



LOGISTIC INTERNATIONAL SERVICES CORPORATION

ONBOARD COMPLAINT FORM AND PROCEDURE

Code: F-PMSSA-25

Revision: 02

Effective date:
Dec. 28th, 2022

Page 4 of 4

Note: **LOGISTIC INTERNATIONAL SERVICES CORPORATION**, guarantees the proper use of the information and especially the full confidentiality of the data contained in this form, having as its main objective the management of your complaint

To be processed by LOGISTIC INTERNATIONAL SERVICES CORPORATION:

Received by: _____

Date of Receipt: ____ / ____ / _____

Revision Date: ____ / ____ / _____

Date of Resolution: ____ / ____ / _____

Response date: ____ / ____ / _____

ANNEX 1.

Documentation attached to the complaint form.

Annex 2.

Only for internal use of LOGISTIC INTERNATIONAL SERVICES CORPORATION.

Resolution of complaints (in a short and concrete way).
Justification of the Resolution (in a short and concrete way).
Attached document (Annex 3) If applicable.
Responsible for the Resolution:
Name and Surname: _____
Date: _____
Signature: _____

Annex 3 (Only for internal use of LOGISTIC INTERNATIONAL SERVICES CORPORATION)

Documentation attached by the person responsible for the resolution of the complaint.