

COMPLAINT PROCEDURE

1. All seafarers recruited and engaged via Romor have the right to report a specific grievance/make a complaint and have it investigated according to the MLC2006.
2. Complaints are dealt by Romor's PHU General Manager.
3. Notice of complaint must be made in writing and include at least:
 - 1) First / Last Name and full contact details of person lodging a complain
 - 2) Number of the "Recruitment and placement agreement" signed by the seafarer and Romor PHU
 - 3) Subject, circumstances of the complaint and (if any) supporting documents related to the complaint
4. General Manager will deal with each complaint promptly, conducting an investigation or inquiry as appropriate.
5. Romor PHU will reply to each complaint in writing within 30 days counted since the date complaint was received.
6. If the complaint is not resolved to the satisfaction of the seafarer, he/she has the right to file a complaint directly to an appropriate external authority
7. Romor PHU keeps records of complaints brought to company's attention. Once per year report of complaints is presented to the Maritime Office in Gdynia.