



Complaint Report by seafarer

Something occurred on the ship on which you are sailing, about which you wish to submit a complaint. You can use this form to report that complaint to the Inspectie Leefomgeving en Transport (ILT). ILT can only deal with your complaint if your ship sails under a Dutch flag or if your ship is located in a Dutch port. ILT ensures that your complaint is dealt with confidentially.

Will your ship be leaving a Dutch port shortly for a port outside the Netherlands? If so, call 088 489 00 00 after you have sent off this form, to let us know that we must deal quickly with your report.

Additional information

+31 (0)88 489 00 00 | www.ilent.nl

1 Applicant details

- 1.1 Name*
- 1.2 Function on the ship
- 1.3 Address for correspondence*
- 1.4 Postcode and place*
- 1.5 Telephone number*
- 1.6 Email address*

2 Ship's details

- 2.1 Name of ship*
- 2.2 Flag* Dutch Other, i.e. :
- 2.3 Current port*
- 2.4 IMO number*
- 2.5 Name of captain

** compulsory field*

3 Representative's details

> If you like, someone else can act on your behalf. Fill in your representative's details below. You must complete at least one of the fields 'address for correspondence', 'telephone number' or 'e-mail' for the representative if you wish someone to act on your behalf.

- 3.1 Name of representative*
- 3.2 Address for correspondence*
- 3.3 Postcode and place*
- 3.4 Telephone number*
- 3.5 Email address*

Complaint

Report by seafarer

Human Environment and Transport Inspectorate
Ministry of Infrastructure and Water Management

4

Your complaint

4.1 What is your complaint about?*

- | | |
|---|--|
| <input type="checkbox"/> The minimum age of the seafarer | <input type="checkbox"/> The health declarations of the seafarer |
| <input type="checkbox"/> The qualifications of the seafarer | <input type="checkbox"/> The employment contracts of the seafarer |
| <input type="checkbox"/> Private recruitment and employment service | <input type="checkbox"/> The working hours and rest periods |
| <input type="checkbox"/> The composition of the crew | <input type="checkbox"/> The accommodation |
| <input type="checkbox"/> The recreational facilities | <input type="checkbox"/> The food and the catering |
| <input type="checkbox"/> The health and/or safety of the seafarer and accident prevention | <input type="checkbox"/> The medical care |
| <input type="checkbox"/> The complaints procedure on board | <input type="checkbox"/> The payment of wages |
| <input type="checkbox"/> The human rights or workers' rights | <input type="checkbox"/> Only for a ship sailing under a Dutch flag:
the captain issued an unlawful order |

4.2 Describe your complaint*

4.3 When did this happen?*

- It is still ongoing
- From: _____ To: _____

> If the reason for the complaint is no longer ongoing, ILT will not take any direct action. We will use your complaint in our regular supervision, however.

4.4 Did you follow the complaints procedure on board?*

- Yes
Why did that not lead to a solution?

- No
Why not?

* compulsory field