



Office Of
Deputy
Commissioner
Of Maritime Affairs

THE REPUBLIC OF LIBERIA

LIBERIA MARITIME AUTHORITY

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MLC, 2006 Letter 2013-02

(Supersedes MLC, 2006 Letter 2012-02, dated 15 October 2012)

Subject: Guidance to Recognized Organization's on Responding to Seafarers Complaints

Purpose: This letter provides the Liberian Administration's procedures for authorized ROs to respond to MLC complaints received from seafarers during an MLC inspection and other than during a MLC inspection:

A. MLC Complaint received during a MLC Inspection

1. MLC-related complaints received by the RO should be verified during the inspection process. No attempt is to be made to resolve any type of dispute. The seafarer is to be advised by the RO regarding the process for addressing the complaint.
2. The RO should first determine whether a complaints procedure is in place on board the ship, whether the seafarer has made use of it and whether the process has operated or is operating as described.
3. Regardless of the findings under A.2, above, the RO should verify if the alleged deficiency exists or not and report to the Administration on the finding(s) in accordance with the corresponding inspection and certification procedures. Additional or follow-up inspections may be requested by the Administration.

B. MLC Complaint received other than during a MLC Inspection

1. The seafarer should be reminded and encouraged to use the onboard complaint procedure.
2. The seafarer should be provided with, or referred to, the Flag Administration's contact information (email/tel.) as contained in the onboard complaint procedure.
3. Any written complaint received should be sent by the RO to the Flag Administration in full confidence.
4. If the seafarer refuses to pursue any of the above options, the RO should advise the Flag Administration that a verbal complaint has been received concerning working and living conditions and identifying:
 - the ship name and IMO number;
 - the name and contact details of the seafarer; and
 - which of the 14 inspection items of the MLC relate to the complaint.

If you have any questions regarding the above guidance please contact this office.
