

COMPLAINT AND GRIEVANCE PROCEDURE

Date prepared

: January 6, 2017

Date approved : January 10, 2017

Effectivity Date: January 11, 2017 Revision No.

: 00

Revision Date Control No.

PM12-01

Reviewed by: Engr. Carlos N. Santos Jr.-GM

Approved by: Dir. Miguela & Pleyto-BOD Chairperson

1.0 **OBJECTIVES**

1.1 Ensure that all complaints will be properly addressed.

1.2 Ensure that all the complainants will be attended immediately and properly.

1.3 Ensure that all complaints are properly documented for immediate action.

2.0 **SCOPE**

This procedure defines the responsibilities in dealing with the complaint of all seafarer's including his immediate family.

3.0 REFERENCES

- 3.1 Procedure for Corrective and Preventive Action
- 3.2 Procedure for Control of Records

4.0 **RESPONSIBILITIES AND AUTHORITIES**

Customer Service Assistant, Water Maintenance Foreman, Water Maintenance Man

5.0 **PROCESS**

See process flow chart below



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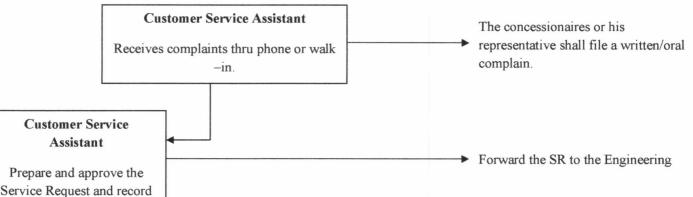
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5.1 FLOW CHART FOR COMPLAINT PROCEDURE



Water Maintenance Foreman

Distribute SR to the Water Maintenance Man

SR will be segregated in accordance with the needed repair

Water Maintenance Man

Attend to the complaints/ request and shall prepare and submit the accomplishment report to the Water Maintenance Foreman

If there is a need for the concessionaires to pay, they may immediately pay at the office or at the Water Maintenance Man provided with the official receipt.

Water Maintenance Foreman

Checks accomplishment report and submit to the CSA

Customer Service Assistant

Record the accomplishment report to the Logbook



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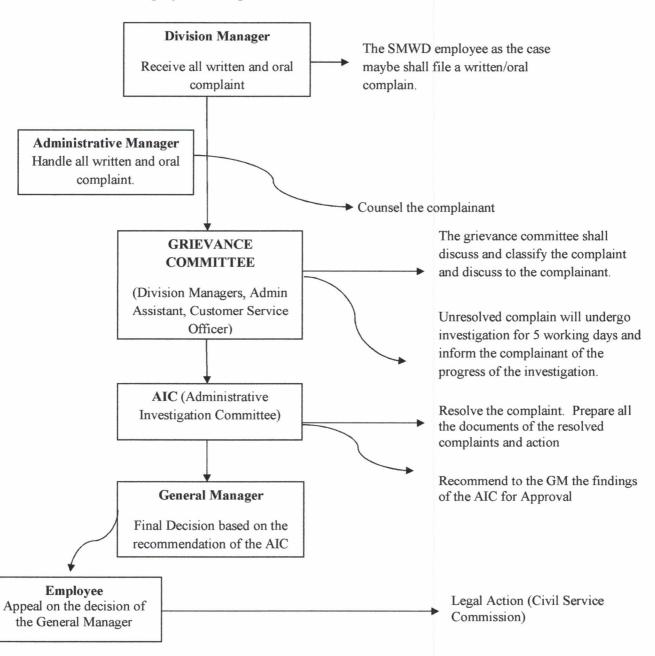
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5.2 Employee's Complaint





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6.0 RECORDS

6.1 Written Complaint

6.2 Investigation Report