



## Procedure 12

### 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. *Miguel G. Pleyto* Miguel G. 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

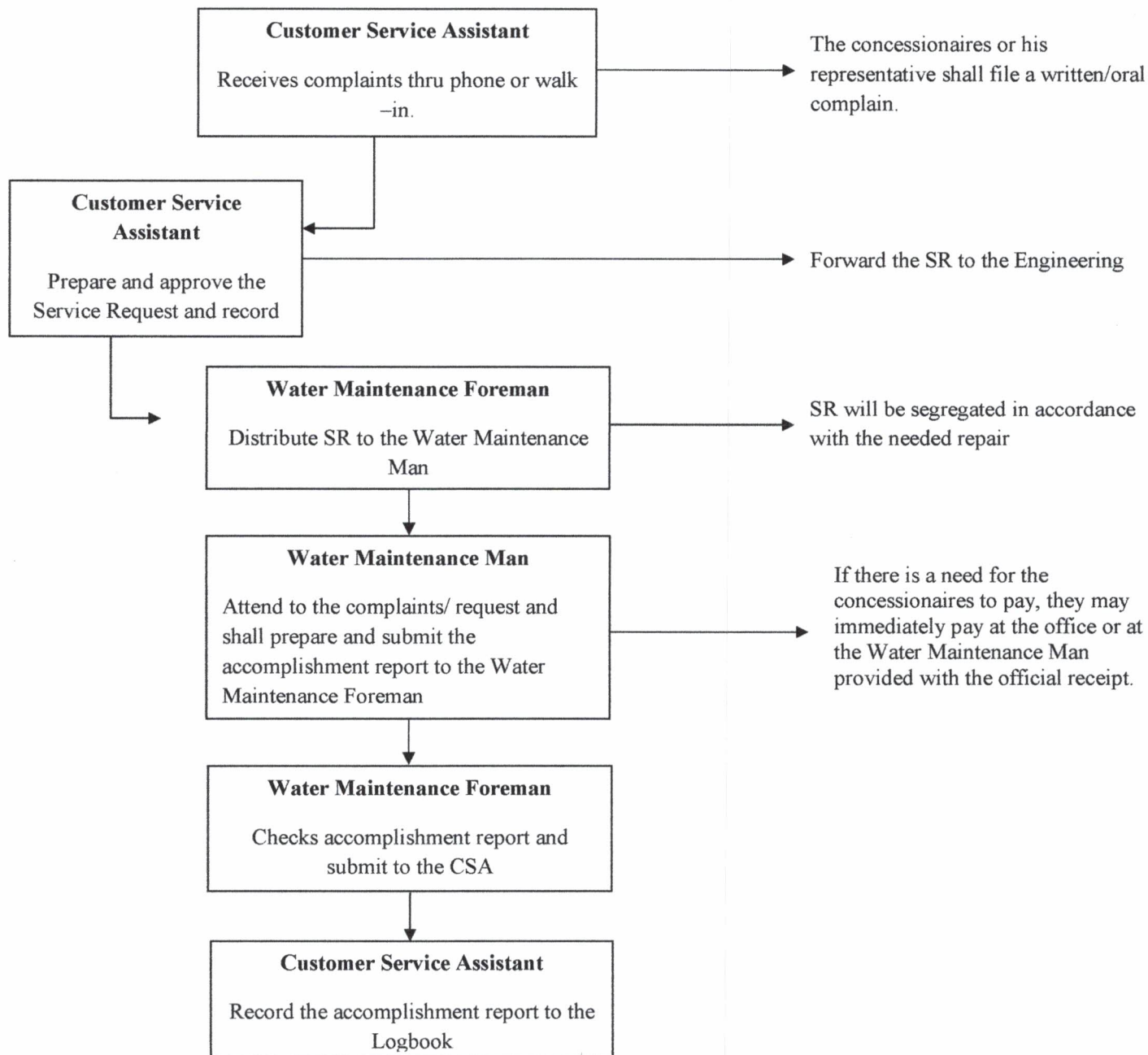
#### 5.0 PROCESS

See process flow chart below

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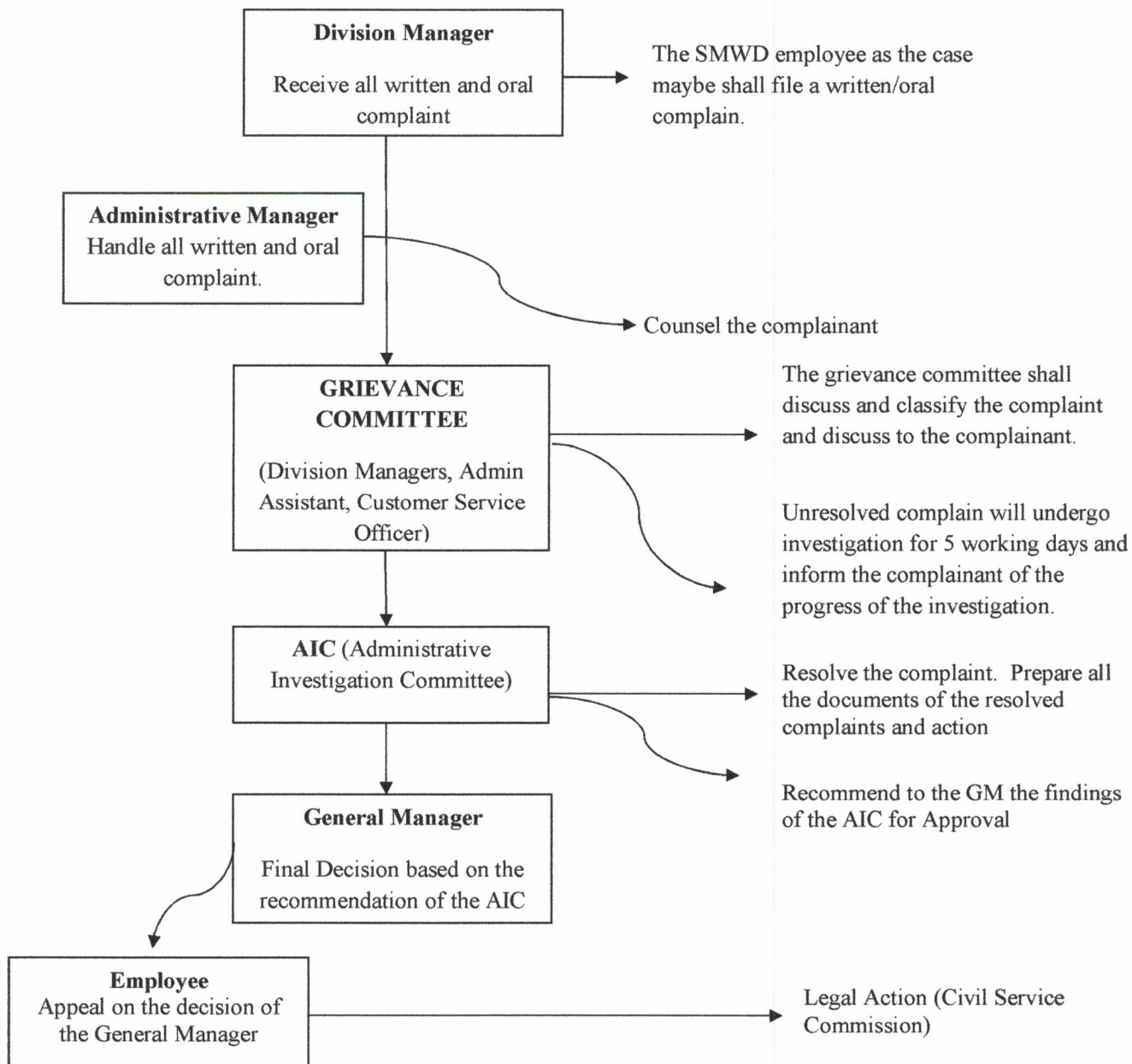
### 5.1 FLOW CHART FOR COMPLAINT PROCEDURE



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## 5.2 Employee's Complaint





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## 6.0 RECORDS

- 6.1 Written Complaint
- 6.2 Investigation Report