



Procedure 16
COMPLAINTS AND GRIEVANCE
PROCEDURE

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Reviewed by: Ricardo B. Perez-GM

Approved by: Danilo T. Castro-BOD Chairman

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 Action
- 3.2 Procedure for Control of Documented Information

4.0 RESPONSIBILITIES AND AUTHORITIES

Customer Service Assistant, Water Maintenance Foreman, Water Maintenance Man

5.0 Process

See process flow chart below



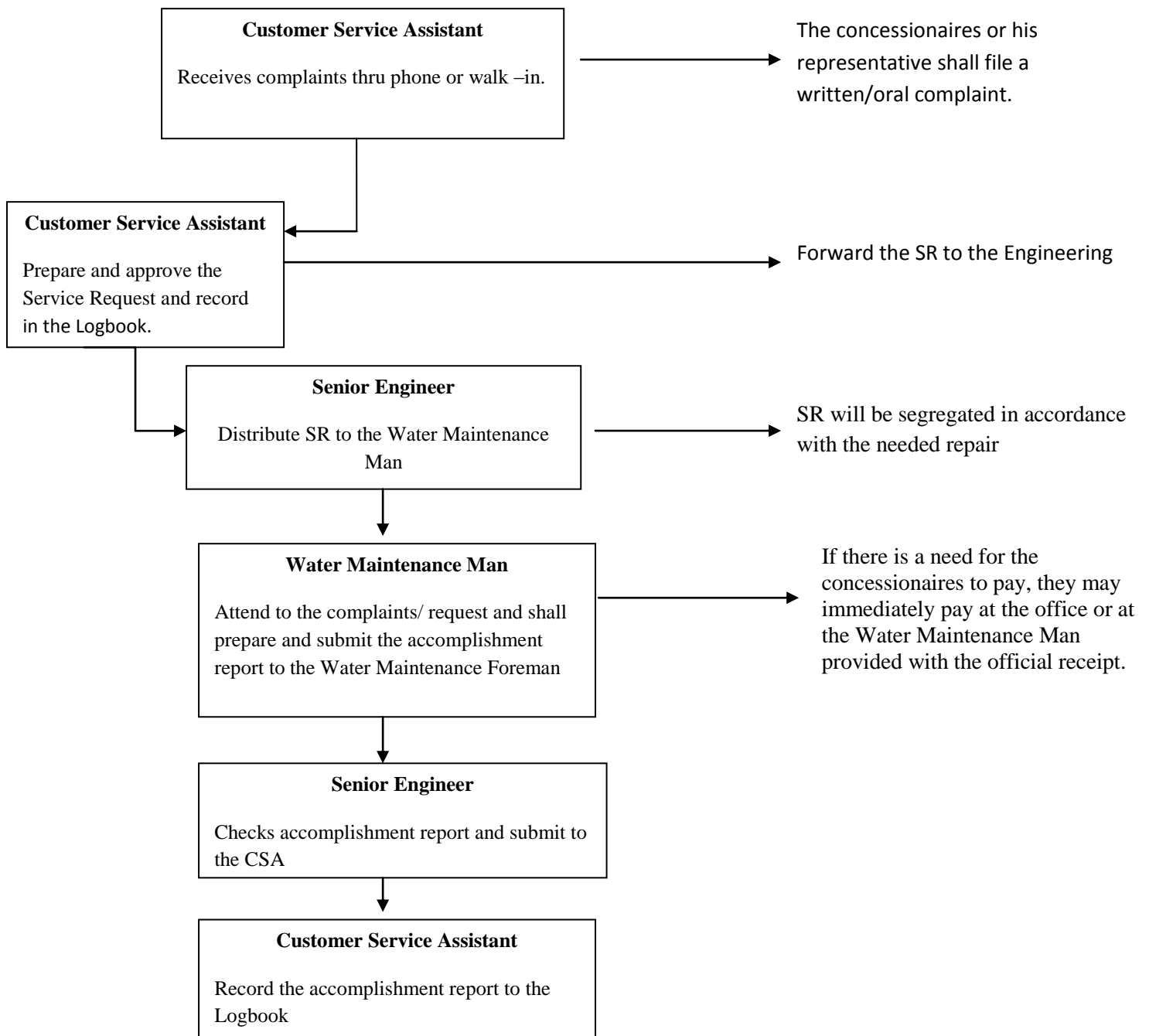
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5.1 FLOW CHART FOR COMPLAINT PROCEDURE





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5.2 Employee's Complaint

GRIEVANCE PROCEDURES

The process for seeking redress of grievances shall be as follow:

1. **Discussion with Immediate Supervisor.** At the first instance, a grievance shall be present verbally or in writing by the aggrieved party to his/her immediate supervisor.

The supervisor shall inform the aggrieved party of the corresponding action within three (3) working days from the date of presentation.

Provided, however, that where the object of the grievance is the immediate supervisor, the aggrieved party may bring the grievance to the next higher supervisor.

2. **Appeal to the higher Supervisor.** If the aggrieved party is not satisfied with the verbal decision, he or she may submit the grievance in writing, within five (5) working days from receipt of the grievance.

3. **Appeal to the Grievance Committee.** The decision to the next higher supervisor may be elevated to the grievance committee within five (5) working days from the receipt of the decision of the next higher supervisor.

The Grievance committee may conduct an investigation and hearing within ten (10) working days from receipt of the grievance and render a decision within five (5) working days after the investigation. Provided, however, that where the objects of the grievance is the grievance committee, the aggrieved party may submit the grievance to the Top Management.

4. **Appeal to the Top Management.** If the aggrieved party is not satisfied with the decision of the grievance committee, he or she may elevate his or her grievance within five (5) working days from the receipt of the decision within ten (10) working days after the receipt of the grievance. Provided, however, that where the object of the grievance is the Top Management, the aggrieved party may bring his or her grievance directly to the Civil Service Commission Regional Office.

5. **Appeal to the Civil Service Commission Regional Office.** If the aggrieved party is not satisfied with the decision of the Top Management, he or she may appeal or elevate his or her grievance to the civil service commission regional office concerned within fifteen (15) working days from the receipt of such decision. Together with the appeal, the aggrieved party



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shall submit a certification on the final action on the grievance (CFAG). The Civil Service Commission Regional Office shall rule on the appeal in accordance with existing civil service law, rules and regulation.

6.0 RECORDS

- 6.1 Written Complaint
- 6.2 Investigation Report