

Maritime Labor Complaints Resolution

In adherence to the Sultanate of Oman's commitment to safeguarding the rights and welfare of seafarers, and to ensuring a safe and fair working environment in accordance with the provisions of the Maritime Labour Convention (MLC, 2006), particularly Regulation 5.1.1, the Directorate General of Maritime Affairs guarantees that seafarers serving on board vessels registered under the Omani flag are employed under safe, equitable, and compliant conditions.

Seafarers are encouraged to seek resolution of any grievances through the onboard complaint procedures, as stipulated in the Maritime Labour Convention (MLC, 2006). Should the matter remain unresolved on board, seafarers may submit a formal complaint to the Ministry of Transport, Communications and Information Technology – Directorate General of Maritime Affairs for further review and appropriate action.

NOTE:

All submissions will be handled confidentially, with necessary measures taken to address valid concerns. DGMA remains committed to safeguarding seafarers' rights and maintaining international standards.

DGMA Maritime Labor Complaint Form		
1	Seafarer's Book Number	
2	Vessel IMO Number	
3	Seafarer's First Name	
4	Seafarer's Last Name	
5	Seafarer's Date of Birth (mm/dd/yyyy)	
6	Seafarer's Contact Details – please enter the Seafarer's contact details below so that the Administration can follow-up with your complaint.	
6a	Seafarer's Email Address	
6d	Seafarer's Telephone Number	
6e	Seafarer's Address	



7	Please indicate the nature of the complaint by selecting one of the following options.	☐ General complaint affecting specific working . ☐ living conditions onboard the ship Complaint relates to a single Seafarer.
8	Date that onboard complaint was filed (mm/dd/yyyy) NOTE: If onboard complaint procedures were not explored, please skip to Box 13	
9	Onboard complaint was filed at the following level(s) (*Select all that apply)	☐ Superior Officer ☐ Head of Department ☐ Master ☐ Shipowners' Representative Ashore ☐ Other
10	Summary of why the complaint was not resolved	
11	Was the complaint taken to the next level?	☐ Yes ☐ No
12	If you selected "NO" for Box 11, please explain why complaints should not be taken to the next level	
13	If onboard complaint procedures were not used, provide a brief summary of why these procedures should not be exhausted first	

14	Does the complaint relate to any of the following matters? NOTE: Please select the area or areas to which the complaint most closely applies.	☐ Recruitment and Placement Services (Manning Agency) ☐ Seafarers Employment Agreement ☐ Payment of Wages ☐ Hours of Work or Hours of Rest ☐ Entitlement to Leave ☐ Repatriation ☐ Accommodation Facilities ☐ Recreational Facilities ☐ Food, Water and Catering ☐ Medical Care Onboard and Ashore ☐ Other
15	Summary of the complaint related to the area(s) selected in Box 14	
16	Is this complaint being submitted by the Seafarer? NOTE: If you selected "NO", please complete the fields 17a-17g	☐ Yes ☐ No
17	Contact Details for Individual other than the Seafarer – please enter your contact details below so that the Administration can follow-up with your complaint regarding the Seafarer.	
17a	First Name	
17b	Last Name	
17c	Email Address	
17e	Telephone Number	
17f	Address	
17g	Relationship to the Seafarer(s)	
18	Upload supporting documents which will further assist the Administration with handling your complaint	