

International Cruise Services, Inc / Seven Seas Service Ltd

Steps you should take if you have a concern or complaint during your time onboard.

For crewmembers from Mexico

As a company we take pride in offering you a safe, comfortable and respectful environment for you to both work and live in during your contract. However like all things in life, on occasions things may not always meet your expectations. It's in all our best interests to try to resolve any issues you face as quickly and amicably as possible, using the below process to assist. We expect all our ship's managers to be open and approachable to any concerns you may have, but in addition positions such as the Human Resources Manager, along with our Senior Managers are also there to give you confidential and impartial advice on how to best resolve any concerns you may have, helping investigate or mediate more serious issues. Be assured all complaints will be handled confidentially, and any victimization or retaliation as a result of you raising your concerns would not be tolerated.

Below are some steps which may help, you are entitled to be accompanied by a colleague/representative at each stage of this process:-

1. Once you have an idea of what is upsetting you and you feel it's something you should raise as a concern, the sooner you act; the quicker action can be taken to resolve the situation, so try to act within 5 days of the incident occurring.
2. Your first point of contact should be your Supervisor, or if you prefer a little advice first on what to do or who to approach, someone like the Human Resources Manager (HRM) will always be available to assist. The HR Manager is a neutral person and can also help mediate the situation if you need help or don't feel 100% confident to "go it alone". Alternatively you may also find advice within your Crew Handbook given to you when you joined.
3. You also have the right to invite someone along to accompany you when meeting with onboard mgt to discuss your complaint.
4. If after talking to your supervisor/manager you feel that the issue is not fully resolved etc. you should again make the HRM aware of your concerns, so that they can escalate the issue to a higher level, such as the Head of Department or even the applicable Senior Manager responsible for such a concern. They will then look into your concerns, making their own investigations within timescales you will agree once your complaint has been lodged.
5. If after taking these steps, you still feel your concerns were not correctly addressed, the ship's Captain is also available to conduct his/her own investigation, however unless very serious they will always ask that you first take steps 1-3!
6. If your complaint or concern is based around unethical, illegal or unsafe activity, then you may also use the companies Ethic's Hotline to report your concerns anonymously, as detailed within the information you received along with this sheet.
7. If you feel that appropriate action has not been taken onboard, the final stage would be to direct your complaint shore side to our Vice President of Shipboard Human Resources cbock@prestigecruiseholdings.com who will make a final investigation and look into your claims.
8. By following the company's complaint procedure it ensures that your complaint is dealt with thoroughly at each stage, you should also get feedback along the way as well as a final conclusion within the timescales set. In all cases you have the right to file your complaint directly with the Master, the company or an external competent authority.
9. Contact details that may be useful are:

OCI – Marshall Islands – Seafareres@register-iri.com

International Transport Workers Federation (ITF) <http://www.itfglobal.org/>

International Labor Organization (ILO) <http://www.ilo.org/global/regions/lang--en/index.htm>