

The Company Seafarer Complaint Procedure

1) Seafarers wishing to make a complaint against The Company or its employees should do so in the following form:-

a) In writing to The Managing Director of the parent company as below:-

The J. S. Hamilton Management Co Ltd.
1 Cobden Road, Sevenoaks, Kent, TN13 3UB , UK.

or b) by email at dskinner@jshmanco.com with a signed complaint. The Company requires an original signed document outlining the claim in order to process the claim.

2) Correspondence will be acknowledged within 5 days of receipt by The Company who will advise action being taken and anticipated time to resolve the issue.

3) By lodging a claim the claimant accepts The Company's right to make known the details of the claim to any relevant person, union or organisation including those involved in the claim.

4) Claims against The Company will be responded to within 14 days maximum.

5) The Seafarer has the right to advise the Polish or Portuguese Maritime Administration of any claim that remains un-answered or not settled to their satisfaction after 14 days. Such complaints should be made to:

For Polish Seafarers:

*Ministry of Marine Economy and Inland Navigation
Nowy Świat 6/12, 00-400 Warszawa
tel. +48 22 630 16 39
www.mgm.gov.pl*

For Portuguese Seafarers:

*General Directorate of Marine Resources in Portugal
Mrs. Carlota Leitao
Phone: +351-213035700
Fax: +351-213035702
Email: cleitao@dgrm.mamaot.pt*

6) The Company has a duty to report un-settled claims to:

In Poland:

Ministry of Marine Economy and Inland Navigation
Nowy Świat 6/12, 00-400 Warszawa
tel. +48 22 630 16 39
www.mgm.gov.pl

Or in Portugal:

General Directorate of Marine Resources
Mrs. Carlota Leitao
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The Company prefers to settle claims amicably if we have failed our Seafarer clients in any way.