



ARMS MANUALS & FORMS

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Ver / Rev No Ver 01 / Rev 00

GRIEVANCE REDRESSAL FORM

Revision Date 1-Aug-16

Rev / App'd By CHM / AR

Vessel / Office / Org		Date Grievance Reported	
Reporting Party Name		Rank / Posn of Aggrieved Party	

Nature / Summary of Grievance and/or Complaint

Summary of Action by Dept Head (DH) / Line Manager (LM) / Crew Manager (CM): Transaction Limit : 7 Days

Date of Action and /or Resolution Completion		Name / Sig of DH / LM /CM	
		Name / Sig of Aggrieved Party	

If Resolution not completed , 2nd Level of Action / Resolution by Master / HOD (Transaction Limit : 8-15 Days)

Date of Action and /or Resolution Completion		Name / Sig of MASTER / HOD	
		Name / Sig of Aggrieved Party	

If Resolution not completed , 3rd Level of Action / Resolution by DPA and/or MR / (Transaction Limit : 16-30 Days)

Date of Action and /or Resolution Completion		Name / Sig of DPA / MR	
		Name / Sig of Aggrieved Party	

DG Shipping and/or Relevant Authority to be notified in case of No Resolution within 30 days of Grievance / Complaint registration			
Date of Notification		Notification ensured By	MAIL / COURIER / SPEED POST / E-Mail (please mark applicable delivery)
		Name / Posn / Sig of Person notifying Authorities	

Attachment List	

*This Grievance notification may be made in writing directly by the complainant or by a family member on their behalf
 * For any complain / grievances please fill and email this form to: crews@dgshipping.com, rethinadhas@dgshipping.com, ravishankar@dgshipping.com and copy to crew-ops@arms.global