

**Information for all complainants**

If you have a complaint/ appeal about a matter which is the responsibility of Dromon Bureau of Shipping, please complete the form below to enable us to investigate your complaint/ appeal.

If you have relevant documentary evidence to support your complaint/ appeal, it should be submitted with this form. Evidence submitted should be as concise as possible and relevant to the complaint/ appeal. Unreasonable quantities of evidence or evidence which is deemed not to be relevant to your complaint/ appeal may not be considered. Investigation of your complaint/ appeal will not commence until you confirm that your supporting documentation is complete; please see Section 3 of the form.

This complaint/ appeal form and any supporting documents may be seen by the person investigating your complaint/ appeal, by anyone named in the complaint/ appeal and by relevant staff in the department(s) being complained/ appealed about.

Once completed, this form should be submitted by email to [an@dromon.com](mailto:an@dromon.com) or by post to:

Dromon Bureau of Shipping (DBS)  
4, Alexandrias Street, Bridge Towner, 2<sup>nd</sup> Floor  
3013, Limassol-Cyprus

**1. Personal Details**

First Name:	
Surname/Family name:	
Address:	
Email:	
Telephone:	

**2. Your Complaint**

A. Please provide a summary of your complaint/ appeal below (300 words max).

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B. Please describe what action you have taken to pursue the complaint/ appeal to date (200 words max)

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C. Please provide a brief explanation of the issue(s) you consider to be unresolved (200 words max).

D. Please explain how you would like your complaint/ appeal to be resolved (200 words max).

E. If you are submitting a complaint/ appeal more than six (6) months from when you first became aware of the problem, please provide a brief explanation for the delay (200 words max).

**3. Supporting documentation**

Do you wish to submit any supporting documentation for consideration?

Yes/No

If "Yes", please tick here to indicate that what you have submitted is complete.

Signature:

Date:

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