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| This form may be used by a member of the public to notify the Australian Maritime Safety Authority (AMSA) of a suspected breach of conditions of accreditation by an accredited marine surveyor.  This form should not be used to make a complaint about a matter that relates to an insurance claim, consultancy work, a pre-purchase survey of a vessel, a commercial dispute, a financial matter, or an operator.  Before lodging this form, a written complaint should be submitted to the accredited marine surveyor. Please provide a copy of your complaint and any response from the accredited marine surveyor with this form.  AMSA will acknowledge receipt of this form and provide the applicant with a response following any investigation. |

**Your details**

Title (Mr, Mrs, Ms, etc.) Surname Given names Employer/Company trading name

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Street name and number Town / suburb State Postcode

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Phone Mobile Email

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**Accredited marine surveyor details**

Surname Given names Surveyor ID / AMSA ID

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**Vessel details**

Vessel name Unique Identifier Service category

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**Complaint type**

I would like to lodge a complaint / feedback about (tick all that apply):

Survey process / compliance with surveyor manual SAGM

Surveyor not accredited in the correct category to undertake a survey

Conflict of interest

Deficiencies not reported by surveyor

Surveyor accreditation guidance manual or quality management system not being followed

Records not kept

ID card not shown

Vessel not complying with standards after survey

Other, please specify:

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**Details**

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**Survey details** (if applicable)

Location Date of survey Date of Survey Activity Report

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Periodic survey  In water survey

Safety equipment survey  Out of water survey

Other, please specify

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**Attached Documentation**

A copy of the complaint lodged with the surveyor and any associated correspondence must be included when lodging this form. AMSA may not investigate any feedback / complaint if you have not reasonably attempted to resolve the issue with the accredited marine surveyor, provided it is appropriate to do so given the circumstances.

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| List item | Comment |
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**Complainant’s declaration and consent**

I declare that:

* To the best of my knowledge the information provided by me in this form (including any attachments) is true and correct;
* I consent to AMSA, as the National Regulator, making all reasonable enquiries in order to verify that the information provided by me in this form (including any attachments) is true and correct;
* I have made this complaint in good faith and that it is not trivial, frivolous or vexatious;
* I understand that a person may be guilty of an offence pursuant to section 137.1 of the *Criminal Code Act 1995* (Cth) if a person gives information to a Commonwealth entity information that is false, misleading or omits any matter or thing without which the information is misleading;
* I understand and acknowledge that AMSA, as the National Regulator, may ask that I or another person provide any information or document that AMSA reasonably considers necessary for consideration of this complaint.

Signature Name Date

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**Where to lodge**: Lodge via email to [DCVSurvey@amsa.gov.au](file:///C:\Users\hud.maj01\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\72EQF3KG\DCVSurvey@amsa.gov.au)

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| **Privacy Statement**  The collection of information requested in this form is required or authorised by *Schedule 1* of the *Marine Safety (Domestic Commercial Vessel) National Law Act 2012* (the Act). It will be used for purposes related to the Act and may be provided to Commonwealth or State/Territory government agencies for the purposes of marine safety. Failure to provide the information may result in the transaction not being processed. To contact us, or for more information on how to access or correct your personal information, how to make a privacy complaint, or how your information may be used or disclosed for purposes beyond those described in this statement, visit http://www.amsa.gov.au/privacy |