



Australian Government

Australian Maritime Safety Authority

# ACCREDITED MARINE SURVEYOR COMPLAINT / FEEDBACK – AMSA 630

Marine Safety (Domestic Commercial Vessel) National Law Act 2012

Marine Safety (Domestic Commercial Vessel) National Law Regulation 2013

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	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Street name and number		Town / suburb	State	Postcode
<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone	Mobile	Email		
<input type="text"/>	<input type="text"/>	<input type="text"/>		

## Accredited marine surveyor details

Surname	Given names	Surveyor ID / AMSA ID
<input type="text"/>	<input type="text"/>	<input type="text"/>

## Vessel details

Vessel name	Unique Identifier	Service category
<input type="text"/>	<input type="text"/>	<input type="text"/>

## 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:

## Details

**Survey details** (if applicable)

Location

Date of survey

Date of Survey Activity Report

Periodic survey

In water survey

Safety equipment survey

Out of water survey

Other, please specify

**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.

List item	Comment

**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

**Where to lodge:** Lodge via email to [DCVSurvey@amsa.gov.au](mailto:DCVSurvey@amsa.gov.au)

**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>