



*Compliance is not an act,
It's a habit!*

REGULATORY DEPARTMENT

Instructions for completing the Port Users Complaint Form & Procedure

This document supports the Port Users Complaint Form, issued by the Regulatory Department of the Cyprus Ports Authority.

It sets out the procedures that will be followed in the Department's efforts to resolve all complaints.

The Regulatory Department has introduced a complaints procedure to provide:

- A mechanism that gives port users the confidence that complaints are dealt transparently, effectively and professionally;
- To protect the interests of port users;
- To assist in developing and improving port services;
- To enforce implementation of all rules contained in the CPA Law, the CPA Operations Order and the CPA Tariff Order.

The Port Users Complaint Form contains the following parts to be completed:

Part A

Complete all the necessary information such as your name, company's name, address, email, telephone number and fax number.

Part B

Check the appropriate box regarding the type of your complaint.

Port Operations: discharging/loading of vessels, storage of goods etc.

Port Emergency Services: Fire Department, Port & Marine Police etc.

VTS

Environmental: Land or Marine pollution etc.

Health & Safety: means of personal protection, speed limit violation etc.

Access pass services

Tariffs: violation of decree 7/2016

If none of the check boxes match to the incident, please check "other".

Part C

Complete all the necessary information such as the date and time of the incident and the location where the incident occurred.

If “other” applies, then describe the subject of your complaint.

Describe the incident or the nature of the complaint, what action you are seeking from Regulatory Department to resolve this complaint, and finally sign the form.

Part D

This part is for Official Use Only.

Procedure

Upon receipt of the complaint form, the officer in charge will proceed with the investigation of the incident.

You will receive an acknowledgment of the receipt of your complaint form, with an email or fax, within 3 working days of receipt.

After the completion of the investigation you will be informed about the results.

Referral of cases to other competent authorities

In the event that the incident is not within the competence of Cyprus Ports Authority, then it will be referred to other competent authorities such as, but not limited to the below:

1. Ministry of Transport, Communications and Works
2. Public Prosecutor
3. Commission for the Protection of Competition
4. Deputy Ministry of Shipping
5. Port and Marine Police (Ministry of Justice and Public Order)
6. Labour Inspectorate (Ministry of Labour, Welfare and Social Insurance)

All complaints will be treated with due care and our aim is to resolve them within 15 days of their receipt.

Data Protection and Records Management

The data collected in relation to a complaint will be used to respond effectively to your complaint and not for any other purposes.

All records are archived for audit purposes.

The data collected will not be retained for any longer than is necessary and at most **2** years.

For statistics purposes, we can keep records of the events , after deleting your personal data.

Complaint form is available on our website www.cpa.gov.cy