



# Bahrain Ports' Complaint Management Process

- Ports and Maritime Affairs complaint process allows us to gain valuable information from the public we serve to further improve the service level of Bahrain Ports and ensure that complaints are managed in real-time.

If you have complaint or a claim regarding activities in Bahrain Ports, please follow this procedure\*:

## Step 1: Submit Complaint to service provider (eg. APM Terminals)

A complaint must be submitted to the service provider within **30 working days** of its occurrence in accordance to the providers complaint process. Service providers are to resolve claims or complaints within **10 working days**, calculated from the date of submission. This period may be extended by up to **5 working days** or a longer as agreed with the complainant for complaints considered to be particularly complex.

## Step 3: Acknowledgement of Receipt

Within **3 working days** after acknowledging the receipt of complaint to the complainant, the PMA will determine its eligibility. Once confirmed eligible, the complaint will be assigned to the relevant department to start a formal investigation.

## Step 5: Decisions and Reason

After thorough investigations and careful analysis of the findings, a written decision with justification in sufficient details will be submitted to higher management to review and approve within **3 working days**.

## Step 7: Close Complaint

Complaint will be registered with a reference number and recorded in the Ports and Maritime Affairs database for future reference and/or evaluation.



## Step 2: Submit Complaint to PMA

In case of unsatisfactorily resolution of submitted complaint or failure to resolve the issue with the service provider in a specified time frame of **15 working days**, a written complaint shall be submitted to the PMA including the initial complaint form submitted to the service provider specifying the details of the complaint, department it complaining against, date of issue, and any other supporting documents.

## Step 4: Investigation and Action

All relevant information will be gathered on the nature of the complaint, which may include contacting the service provider, ship agent, freight forwarder, and/ or any other individual involved for real time investigation in **5 working days**.

**The complainant should be aware that a complaint does not mean that a decision will be reversed, and that some complaints may take longer than others to investigate.**

## Step 6: Communicate

Upon higher management approval, the decision taken along with the investigation report will be communicated to the complainant in writing (via email) within **1 working day**.





# Bahrain Ports' Complaint Eligibility Criteria

## Eligible complainants:



Individual



Group or community



Company

## Complaint categories:



Service complaint



Conduct complaint

## Accepted complaints:



Any complaint submitted to the service provider but not attended to or resolved within the specified time limit.



Any complaint submitted to the service provider but not satisfactorily resolved.

## Rejected complaints:



Any complaint made outside the specified time limit after its initial submission to or resolution by the service provider



Any complaint that is frivolous, vexatious or does not breach service or conduct standards