

Anonymous Complaint against the Superintendent of Shipping

On 10th November 2023, this Office received a complaint regarding the behavior of the Superintendent of Shipping, which was negatively impacting the work environment. It highlighted issues such as her frequent tantrums, poor communication, favouritism, and creating division among staff. The letter requested immediate action to resolve these problems and restore a healthy work atmosphere. The views of the Ministry of Blue Economy, Marine Resources, Fisheries and Shipping were sought.

2. According to the findings in the report, the allegations made against the Superintendent of Shipping in the anonymous letter have been deemed false. Discreet inquiries were made among the staff to gather their views on the work environment, conditions of work, daily workload, and any challenges they may be facing. A few concerns were raised by staff, particularly regarding computer equipment and staff shortages during periods of absence or leave, as well as during peak times. These issues have been addressed. Importantly, no interpersonal conflicts between the staff and the Superintendent of Shipping were identified, and no complaints were made against her by any member of the staff.

3. The Director of Shipping further indicated that he holds daily meetings with senior officers to address urgent matters, improve coordination of daily duties, and swiftly resolve any issues that arise.

4. Regarding the allegations concerning the Superintendent of Shipping's attitude, communication with staff, lack of teamwork, and claims of discrimination, these were also found to be unsubstantiated. It was noted that, in her role as Registrar of Ships, the Superintendent of Shipping manages a demanding workload and may experience work-related pressure at times. Nonetheless, she is recognized as a reliable and professional officer who executes her duties diligently. Her responsibilities include ship registration, clearances, and the welfare of seafarers, and in some instances, she may exert pressure on staff to ensure the timely completion of tasks. She has also reported deficiencies in the

performance of officers under her supervision and played a role in addressing these issues, ensuring adherence to the procedures outlined in the Quality Manual.

5. In the light of the findings of the enquiry and the information provided by the Director of Shipping, which indicates that there is currently a harmonious work environment within the Shipping Division, it was decided that the complaint be set aside. The Director of Shipping has been instructed to continue monitoring the situation and to ensure that good relations are maintained among all staff members.