

GRIEVANCE MANAGEMENT SYSTEM

Grievance is received via several channels such as grievance form, formal letters, on the field meeting and any similar forms of reporting

Approximately 30 Days

STEP 1. IDENTIFICATION OF ISSUE

For every grievance reported, the key information will be identified and recorded in Grievance Management Information System (GMIS) for tracking purposes.



STEP 2. INVESTIGATION OF CLAIM

- Relevant parties will be approached.
- Field visit will be conducted where necessary.
- Relevant government department will be consulted.



STEP 3. ACTION PLAN

Once the issue is verified, an action plan based on the key management documents including SOPs will be drawn as a strategy to address the grievance reported.



STEP 4. GRIEVANCE REPORT

Outcomes of the action plan will be analysed to measure the effectiveness of the strategy. Step 3 and 4 will be repeated if the grievance require further actions.



SUPPORTING EVIDENCE:


The company recommends each grievance report to be accompanied by any form of documents such as pictures and letters as supporting evidence.



FOR MORE INFORMATION VISIT

www.forestsolutions.asia

Duration Depends on action of relevant Government Authority

	FOREST SOLUTIONS MALAYSIA SDN BHD (Co. No.:201101005515 (933656-H))					F
	Doc Ref:	F/163	Issue No:	1	Doc Date:	
	Doc Title:	Community Grievance				Page 1 of 1

Nombor Rujukan (*Reference Number*):

Tarikh (<i>Date</i>)		Masa (<i>Time</i>)		a.m. / p.m.
Pengadu (<i>Complainant</i>)	Individu		Berkumpulan	
Tanda x (<i>Tick x</i>)	(<i>Individual</i>)		(<i>Group</i>)	
1. Nama Penuh (<i>Full Name</i>)				
2. Kampung (<i>Village</i>)				
3. Daerah (<i>District</i>)				
4. Hutan (<i>Forest</i>)				
5. Butir – butir aduan (<i>Details of grievance</i>)	Tanda x	6. Apa yang berlaku? – sila jelaskan (<i>What happened? (Please elaborate)</i>) * Jumlah hektar Kawasan, jenis tanaman, jumlah tanaman, jumlah penduduk terlibat, kategori hasil hutan bukan kayu dll (<i>Hectarage, type of crops, number of crops, number of people involved, NTFP categories etc</i>)		
Kemalangan/kejadian	(<i>Tick x</i>)			
(<i>Accident/Incident</i>)				
Status tanah (<i>Land Status</i>)				
Gangguan kepada tanaman				
(<i>Disturbance to crops</i>)				
Gangguan kepada Kawasan bersejarah/keramat/kuburan				
(<i>Disturbance to cultural property</i>)				
Hak laluan				
(<i>Restriction of right of way access</i>)				
Produk hutan bukan kayu				
(<i>Non – timber forest product</i>)				
Alam Sekitar (<i>Environment</i>)				
Konflik diantara pekerja dan buruh (termasuk kontraktor)				
(<i>Conflict with workers and labourers (including contractors)</i>)				
Lain – lain (sila nyatakan)				
(<i>Others – please specify</i>)				
7. Bagaimanakah untuk pihak kami menghubungi anda?	Telefon		Email	
(<i>How do you prefer we contact you?</i>)	(<i>Phone</i>)		(<i>Email</i>)	
Deklarasi (<i>Declaration</i>)				
<p>Dengan ini saya mengistiharkan bahawa maklumat yang saya berikan adalah benar berdasarkan pengetahuan terbaik saya. Saya akan memberi komitmen untuk bekerjasama dalam mencari fakta bagi mengesahkan atau perbincangan susulan dengan kakitangan Forest Solutions, seperti yang dinasihatkan mereka.</p> <p><i>I hereby declare that the information I have provided is true to the extent of my best knowledge. I commit to any fact – finding verification or follow up discussion from Forest Solutions’ staff, as advised by them.</i></p>				
Tandatangan pengadu		Tarikh		
(<i>Complainant Signature</i>)		(<i>Date</i>)		
Untuk kegunaan pejabat sahaja (<i>For office use only</i>)				
Diterima oleh	Tandatangan			
	(<i>Signature</i>)			
	Nama (<i>Name</i>)			
	Jawatan (<i>Position</i>)			
(<i>Received by</i>)	Tarikh (<i>Date</i>)			