

## **PILA – MUJONG FMU Forest Timber Licence No. T/0518 (STIDC)**

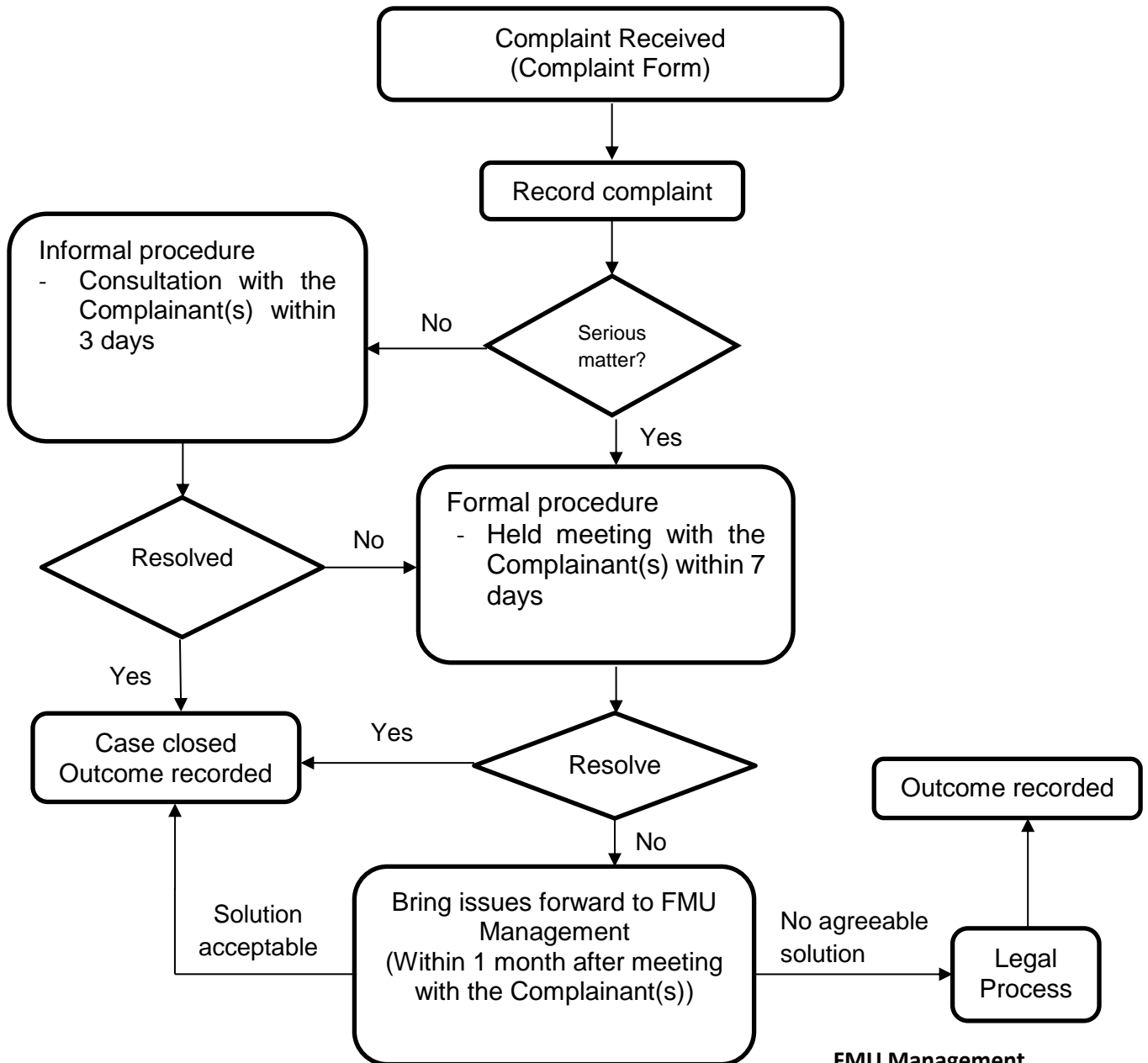
### **PROCEDURES TO ADDRESS COMPLAINTS AND GRIEVANCES RAISED BY WORKERS/STAKEHOLDERS/PUBLIC**

1. The Complainant must fill in the “Complaint Form” as provided which can be downloaded from public website vide <https://www.slc.wtkfmu.com> and/or obtained at the suggestion box in front of the FMU office.
2. The duly filled “Complaint Form” can reach FMU office by placing into the suggestion box and/or email to [forestry@wtk.com.my](mailto:forestry@wtk.com.my).
3. The Person-In-Charge (PIC) of FMU will record and analyze the issue or complaint upon receiving of the “Complaint Form”.
4. Issue or complaint resolved using two methods: Informal and Formal Procedures upon receiving of the complaint form:
  - (i.) Informal procedure is consultation between the Complainant and FMU holder or representative from Employer-Employee Committee (EEC) within 3 days and
  - (ii.) Formal procedure is a meeting between the Complainants with FMU holder or representative from EEC within 7 days.
5. If the issue or complaint cannot be resolved through Informal procedure, then a meeting will be held between the Complainant and FMU holder or representative from EEC (formal procedure).
6. If there is no solution from the formal procedure, the issue will bring forward to the FMU Management within 1 month after the meeting with the Complainant. If there is no agreeable solution, the Complainant may go through legal process.
7. If a complaint has solved or settled, the Complainant needs to sign the space provided in the “Complaint Form” in order to close the case accordingly.
8. To keep all records including all outcome settlement and minutes of meetings in proper filing.
9. Please refer to “**Flowchart of Complaint and Grievance Resolution Process for Workers/Stakeholders/Public**” as attached hereto under **Attachment ‘A’** as reference.

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**Attachment 'A'**

**Flowchart of Complaint and Grievance Resolution Process for  
Workers/Stakeholders/Public**



**FMU Management  
August 2021**

**PILA – MUJONG FMU**  
**Forest Timber Licence No. T/0518 (STIDC)**

**Complaint Form / Borang Aduan**

**Issue(s) raised/Hal Aduan:**

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**Name of Complainant:** \_\_\_\_\_

**Date/Tarikh:** \_\_\_\_\_

**Complaint Received by/:** \_\_\_\_\_  
**Aduan Diterima oleh** ( \_\_\_\_\_ )

**Complaint Verified by/:** \_\_\_\_\_  
**Aduan Disahkan oleh** ( \_\_\_\_\_ )

**Action Taken/Tindakan:**

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**Complaint Settled/Aduan Selesai:** YES / NO

**If settled, verified by complainant/** : \_\_\_\_\_  
**Diperakui oleh pengadu jika selesai** ( \_\_\_\_\_ )