

Mekong Timber Plantations

Complaints



Complaints

In many cases, the disputes on the application or interpretation of the policies could be resolved through the internal communication within the specific department or working areas. Therefore, the first step in the grievance is the discussion between staff and supervisor. Staff can start this step formally or informally:

Normally, it will be raised as an issue, problem or concern which will be resolved once it occurred with the concerned/participated sectors, for example:

- 1) Talk with your supervisor. Refer the issue to the supervisor immediately, explain what are the problems and how to reduce the impact.
- 2) Discuss with human resources or colleagues. If you hesitate to talk with your supervisor, you may ask for advice from HR department or colleagues what will be the next step and seek for the solutions

Mechanism

MTP develops a mechanism for grievance, complaints and communication management (GCCM) in order to systematically manage all general requests, grievances, comments and suggestions.

It is **confidential** for workers to report their issues, concerns/questions without worry if they will be revenged from management team or discriminated in the workplace.

Examples of Grievances can be:

- Feeling of being treated unfairly and/or threatened by supervisor
- Feeling of being treated unfairly by MTP
- Report about the breaching of contracts, rights or traditional rules.
- Report about the working conditions which are generally not acceptable (include but not limited to the basic occupational health and safety)
- Report about the use of authority from a team member (include but not limited to the bias of supervisor (mentor) to their subordinates.
- Report about the corruption (fraud)
- Report about action causing mental torture and/or treats
- Report on annoying behavior (include but not limited to gender harassment)
- General suggestions to improve the work
- Specific requests

There are 2 types of complaints in MTP.

- **Internal:**

- All full time staff of MTP;
- All part time staff of MTP;
- All workers of contractors; and
- All villagers who work for MTP contract based.

- **External:**

- All communities affected by MTP;
- Other business directly connected or affected by MTP (including business that the operation of MPI direct impact on them, as well as suppliers, contractors who want to join/send their request to)
- Member of public (public)/civil society organizations; village committees, village mediation committees, administration at district level, provincial level and ministry level and other government agencies;
- Adjacent land users or nearby MTP's plantations; and
- Any person who rely on the natural resources shared with MTP


How would you do if you want to make complaints?

There are 2 mechanisms:

Mechanism 1: directly call to



Mechanism 2: filling the form (IN-GCSM)

 MEKONG TIMBER PLANTATIONS LTD ບໍລິສັດ ແມ່ຂອງບຸກຕົ້ນໄມ້ ຈຳກັດ ດູດຊຸມ PFCM		Document No.: FORM_302_2.7.1 ລຸ້ນທີ 2.7.1 Date Issued: 14-Jan-2018 ຮຸ້ນທີ 2.7.1 Date Updated: 4-Apr-2020 ວັນທີປັບປຸງ:
ທາງຕາມ: ທຸກພາກສ່ວນ ພາກສ່ວນ: 2. ດູດຊຸມ (ເປັນຕົ້ນ)	With scope over: all areas of ຕະຫຼອດພາກສ່ວນ ດູດຊຸມທຸກພາກສ່ວນ ທາງຕາມ	Revision No.: 1 ລຸ້ນທີປັບປຸງ: 1
Activity: NOTING DETAILS OF STAFF/OLDER GRIEVANCES, COMPLAINTS AND COMMUNICATIONS ທາງຕາມ: ການຄຸ້ມຄອງຄຳຮ້ອງຂໍຊົມເຊີຍ ແລະ ການສື່ສານ		Document Controller: ບັນນາທິການຄຸ້ມຄອງ (ພາກສ່ວນຕາງໜ້າ: ສູນຄຸ້ມຄອງ)
Title: GRIEVANCES, COMPLAINTS AND COMMUNICATIONS FORM ຫົວຂໍ້: ຫຼັກການຄຸ້ມຄອງຄຳຮ້ອງຂໍຊົມເຊີຍ, ຄຳຮ້ອງທຸກ ແລະ ການສື່ສານ		Document Authority: NICO STRYDOM (ສູນຄຸ້ມຄອງ)

PART A: CALLER AND TIME DETAILS (ສ່ວນ A: ທາງຕາມຄຳຮ້ອງຂໍຊົມເຊີຍ ຜູ້ຕິດຕໍ່)			
Date Grievance, Complaint or Communication Received ຕິດຕໍ່ມາໃນວັນ/ເດືອນ/ປີ	Time ເວລາ		
Name of Caller ຊື່ບຸກຄົນ			
Details of Caller (Village name or other relevant info) ລາຍລະອຽດຂອງບຸກຄົນທີ່ ຕິດຕໍ່ ຫຼື ບຸກຄົນ ທີ່ກ່ຽວຂ້ອງແກ່ອື່ນ			
Telephone Number of Caller ເບີໂທລະສັບບຸກຄົນ			
Category (Issue/High/Low) ປະເພດຂອງບັນຫາ	HISTORICAL GRIEVANCE ບັນຫາທີ່ເກີດຂຶ້ນ ເມື່ອກ່ອນ	RECENT COMPLAINT ຄຳຮ້ອງທຸກ ທີ່ເກີດຂຶ້ນ	GENERAL COMMENT OR REQUEST ຄຳຂໍ້ ຫຼື ຄຳສະເໜີ
Urgent/Non-Urgent (Tick one) ບັນຫາທີ່ເກີດຂຶ້ນ/ບັນຫາທີ່ບໍ່ເກີດຂຶ້ນ	URGENT ທີ່ເກີດຂຶ້ນ	Non-Urgent ທີ່ບໍ່ເກີດຂຶ້ນ	

PART B: GRIEVANCE, COMPLAINT OR COMMENT DETAILS (ສ່ວນ B: ທາງຕາມຄຳຮ້ອງຂໍຊົມເຊີຍ, ຄຳຮ້ອງທຸກ ຫຼື ຄຳສະເໜີ)	
Details of Problem ລາຍລະອຽດຂອງບັນຫາ	
Location of Problem ສະຖານທີ່ທີ່ເກີດບັນຫາ	
MTP Activity Causing Problem (if applicable) ຄວາມກະທັນຫັນທີ່ເກີດຂຶ້ນ ເນື່ອງມາຈາກການ ດູດຊຸມ/ບຸກຕົ້ນໄມ້	
Immediate Response, Request Request, Response or Damage ຄວາມກະທັນຫັນທີ່ເກີດຂຶ້ນ ເນື່ອງມາຈາກການ ດູດຊຸມ/ບຸກຕົ້ນໄມ້	
MTP Assets/Employees or Operational Resources Affected ສິ່ງທີ່ເກີດຂຶ້ນ/ບຸກຄົນ ຫຼື ທາງ ຕາມທີ່ເກີດຂຶ້ນ/ບຸກຄົນ	
Further Comments ຄຳຂໍ້ເພີ່ມເຕີມ	
Reporter Name ຊື່ບຸກຄົນ	
Reporter Signature ຊື່ບຸກຄົນ	Signature ດຳເນີນ Date ວັນທີຕິດຕັ້ງ

Page 2 of 2

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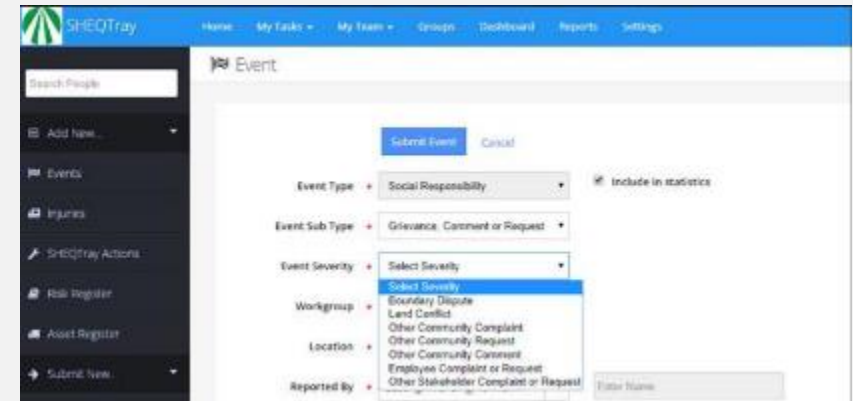
System of requests, grievances and suggestions

Publicizing and Preparing GCCM and IN-GCSM

- GCCM Phone Line is to be maintained 24/7/365
- The IN-GSCM form is available online and in print

Receipt and Processing

- Details entered into confidential area of PeopleTray system
- “Responder” or “Assigned Investigator” assigned



Submitting Grievances, Complaints or Suggestions

- 1) Call GCCM Hotline
- 2) Use IN-GCSM form



Solution

- 1) Collect information from departments inside MTP and from outside if it is required
- 2) Contact concerned workers/organizations directly to consult and resolve problems

Confidential

- All process of grievance, the information will be kept as confidential by concerned persons, the information will be used in investigation and/or solution seeking process only.
- The company ensures that staff who filed the grievance will be protected
- Whether you would like to make complaints or discuss, this process will be kept as confidential
- If you want someone to talk with or fill the form, please contact line manager or call MTP or head of human resource department



Contact



ບໍລິສັດ ແມ່ຂອງ ປູກຕົ້ນໄມ້ ຈຳກັດ
Mekong Timber Plantations

ຖ້າມີຄໍາຄິດເຫັນ ຫຼື ຮ້ອງທຸກ ກະລຸນາຕິດຕໍ່

For Comments or Complaints, contact

ໂທ/Tel :020 5510 0832



**Mekong Timber
Plantations**