

ORNAPAPER INDUSTRY (M) SDN BHD	REVISION LEVEL	00
	EFFECTIVE DATE	06.06.2022
Grievances Records	PAGE	1 OF 1

NOTE:

***TIMEFRAMES**

The aim of the grievance mechanism is to make sure that grievances are resolved as quickly, effectively and as close as possible to the people involved when it first happened. In spite of the time limits and stages set out in the grievance mechanism, allowance should be made for the parties to agree on an extension of time. Sometimes time is needed to investigate a grievance, and it may take longer than the timeframes in the mechanism allow. If this happens, the person who is managing the grievance should explain this to the party lodging the grievance and ask them if it may take longer. The party lodging the grievance should not be unreasonable in agreeing to this extension. Only working days should be taken into account when calculating time periods.

DATE	
DATE RECEIVED (OFFICE USE ONLY)	
DATE DOCUMENTED (OFFICE USE ONLY)	
DO YOU WANT TO DISCLOSE YOUR CREDENTIALS?	<input type="checkbox"/> YES <input type="checkbox"/> NO
PERSONAL NAME	
DEPARTMENT	
TELEPHONE	
FAX	
E-MAIL	
DESCRIPTION	
PLEASE DESCRIBE YOUR TYPE OF GRIEVANCES AS MUCH AS POSSIBLE ("WHO, WHAT, WHERE, WHEN") AND PROVIDE ANY NECESSARY DOCUMENTATION IF APPLICABLE	
EVIDENCE	
PLEASE SPECIFY THE EVIDENCE FOR YOUR GRIEVANCES (IF APPLICABLE)	
DECISION [OFFICE USE ONLY]	
DATE THE GRIEVANCE MEETING WAS HELD: XXX	
RESULT OF THE GRIEVANCE MEETING (please enclosed the minutes of meeting separately)	
XXX	
XXX	
PIC SOCIAL'S SIGNATURE:	
XXX	
DATE: XXXX	
Note: The PIC: Social should give the employee a copy of his/her decision, and a copy should go into the employee's file.	
The employee acknowledged recipient the abovementioned document:	
COMPLAINER'S SIGNATURE:	
XXX	
DATE: XXX	