



Complaint Flow Chart
Complaint Resolution through Stakeholder Engagement

Complaint and Evidence from Stakeholders*

*(Local Community, Kepala Desa, Team Desa, NGOs, Cooperative, Whistle Blowers)

Receipt & Acknowledgement ¹

Initial Review

Categorise
Preliminary Fact Finding
• Compile Evidence / Proof
• Validation

Case Closed

Clarify to Complainant

To Proceed?

No

Yes

Fact Finding

Interviews

Meeting with Stakeholders*

Stakeholder Engagement

Documented Evidences

Fact Finding Summary

Cause & Effect analysis

Records keeping

Priority Setting

- Importance to Company
- Importance to affected Stakeholders
- Clarity of problems
- Controllability
- Low hanging fruits

Investigation (if necessary)

Review & Update of Action Plan

Remedial Action Plan

Communications

Socialisation & Stage Implementation

Monitoring & Progress Update

- Time-bound action plan
- By stages (1,2,3)

Guiding Principles of Complaint Resolution through Stakeholder Engagement

- Objective
- Fair & Equitable
- Integrity
- Balanced Interest
- Constructive engagement (win-win approach)
- No intimidation or instigation of violence by all parties involved
- Compliance to Law & Regulations

¹ **Special Team** (Cross-functional)

- Corporate Affairs
- Corporate Sustainability
- Operation : GM/Assistant GM

Ad Hoc Investigation Team

- Corporate Sustainability
 - Sustainability System Development & Mitigation
 - Sustainability Officer
- CSR (for social conflicts)
- Operations : Assistant GM/ Manager
- Direct engagement and consultation with stakeholders