



## Grievance Mechanism

Ref No	Date received	Complainant	Description	Progress	Status
GR/2017-06	31-Jul-2017	Junaidi/Okmi Zerlan (Kelompok Pemerhati Mangrove)	1. There has been wood spill from RAPP's pontoon (big and small log) since 2010 until now. 2. The log was destroy mangrove seeds and also area of mangrove restoration in coastal river of swamp.	- Form was received on 31 July 2017. - Acknowledgement of receipt by email on 31 July 2017. - Grievance committee validation on the grievance on 15 September 2017. - Action plan drafted on 16 Oct 2017 - Action plan was socialized and agreed by complainant on 16 January 2018. - Closing letter was sent to complainant and head of village on 19 January 2018	Closed