



Grievance Mechanism

Ref No	Date received	Complainant	Description	Progress	Status
GR/2017-07	19-Dec-2017	The complainant requested his identity remain confidential.	1. Community ask to Company (APRIL) to follow up and communicate to Ministry of Environment Forestry accordance to permit to harvested natural wood in APRIL concession as "Pacu Jalur Activity" purpose. Permit to government province has been submitted on 11 September 2017.	<ul style="list-style-type: none">- Form was received on 19 December 2017.- Acknowledgement of receipt by phone on 20 December 2017- Grievance committee validation on the grievance (without verification mission) on 26 December 2017.- Complainant was informed that the case has been acknowledged as a valid grievance on 28 December 2017 at 11.05 AM by phone .- Action plan addressed to Estate Cerenti and complainant on 11 January 2018.- Closing letter was addressed to Estate Cerenti and complainant on 06 September 2018	Closed