



Grievance Mechanism

Ref No	Date received	Complainant	Description	Progress	Status
GR/2017-08	19-Dec-2017	The complainant requested his identity remain confidential.	<ol style="list-style-type: none">1. Amount/Budget for CSR program inappropriate with proposal which has been submitted to Company.2. Employee recruitment priority should be from local community.	<ul style="list-style-type: none">- Form was received on 19 December 2017.- Acknowledgment of receipt by phone on 20 December 2017 at 09.00AM.- 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 04:05PM by phone.- Action plan drafted and addressed to Estate Cerenti on 03 January 2018.- Action plan agreed and implemented on 11 January 2018.- Closing letter was sent to Estate Manager Cerenti and SGR Cerenti to inform complainant on 15 January 2018.	Closed