



## Grievance Mechanism

Ref No	Date received	Complainant	Description	Progress	Status
GR/2018-02	21-Mar-2018	Widya Astuti (Yayasan Hutan Riau)	There is any installation of "Pal Batas" (boundary marker) which is allegedly installed by PT RAPP team in Palm Oil of community and KKPA community. The thing that become an issue from complainant is no initial socialization or information to community before boundary installed.	<ul style="list-style-type: none"><li>- Form was received on 21 March 2018.</li><li>- Grievance Committee validation on the grievance (without verification mission) on 24 March 2018.</li><li>- Complainant was informed that the case has been acknowledged as a valid grievance on 29 March 2018 by email.</li></ul>	On going