

Ref No	Date received	Complainant	Description	Progress	Status
GR/2017-01	16-March-2017	Bapak Amrin (Penghulu, Kampung Olak)	<ol style="list-style-type: none"> <li>1. The boundaries between concession and community land have not been constructed</li> <li>2. The agreement with the <i>Tim 9</i> has not been implemented</li> <li>3. The employee recruitment process deemed less transparent to the community</li> <li>4. The achievement of APRIL's commitment to progress and prosper alongside community regarded not optimal.</li> </ol>	<ul style="list-style-type: none"> <li>- Form was received on 16 March 2017</li> <li>- Acknowledgement of receipt by phone on 17 March 2017 at 10:12am</li> <li>- Grievance Committee validation on the grievance (without verification mission) on 22 March 2017</li> <li>- Complainant was informed that the case has been acknowledged as a valid grievance on 29 March 2017 at 1:53pm by phone</li> <li>- Closing letter was sent to Estate Manager and SGR Mandau to inform to complainant on 24 August 2017</li> </ul>	Closed