

Ref No	Date received	Complainant	Description	Progress	Status
GR/2017-02	16-March-2017	The complainant requested his identity remain confidential	<ol style="list-style-type: none"> <li>1. To request company to prioritize local community on its recruitment process</li> <li>2. The existing road watering routines deemed insufficient and the community is still exposed to dust especially during dry seasons.</li> <li>3. Material distribution from company's CD program is considered "not right on target" since it is distributed through Head of Village and should be given directly to the eligible family.</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 11:12am</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 1:54pm 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