GPSB Grievances Handling Process Flow

Received Grievances

Grievances can be raised by stakeholders via following option:
I. Direct Source:
1. Completed the Grievances form
2. email: info@glenealyplantations.com.my
3. Writing: Glenealy Plantations Sdn Bhd, P O Box 12053, 50766 Kuala Lumpur

II. Indirect Source:
1. NGO Reports, Public Report

Review and Validation of Grievances

To legitimacy the received / reported grievance case

Ineligible Grievance

Inform grievance raiser

Notify the grievance raiser that the case in ineligible and provide feedback on the investigation results

Eligible Grievance

Register Grievance

Own Operation

Third-Party Supplier

Investigation & Action Plan

1. Contact Operation Unit to assess the validity of the grievances.
2. Commence immediate time bound action to resolve the grievances.
3. Submit a response to the Grievance riser to update the case.

Supplier Engagement

Initiate supplier engagement, which may involve interview, site visit, investigation report and dialogue with relevant stakeholders

Other Grievance cases

Grievance cases with verified proof of deforestation

Joint Action Plan

Jointly develop a corrective action plan, in coordination and consultation with our buyer(s) to achieve a complete and verifiable resolution of the grievance

Management Decision

Management reserves the right to suspend suppliers at its discretion

Supplier commit and agree to the implementation of the time-bound action plan

Supplier unwilling to comply/resolve / fail to adhere to or make progress on the agreed time-bound corrective action plan, or other wise do not meet required commitments as reviewed with our buyer(s)

Monitoring and Review

Regular monitoring and review of action plan to ensure that progress has made and update the grievance raiser until case closure

Suspension

Recommend for suspension