

Grievance Handling: What you need to know

External parties are allowed to submit complaints to us via our Grievance Procedure. When a complaint against a supplier is lodged, we work closely with that supplier to verify and if necessary, resolve the issue. As our supplier, what do you need to know and do if a complaint is submitted against your company?

1—Your cooperation and transparency are essential. We are here to help because you are part of our supply chain; you are important to us.

2—GAR's Grievance Unit will examine information from the person or organisation raising the complaint (raiser) to assess if the complaint is legitimate.

↳ What's been reported by raiser is not necessarily accurate. That is what we have to find out.

3—We will contact you to get further facts. Here, we may require documents from you related to the issue. In addition, site visits, on-site interviews and dialogues may be organised in order to understand the situation and give you a chance to clarify.

↳ We may also set up a discussion between you and the raiser for all parties to discuss how to move forward.

4—After the site visit and verification, we will determine if you are responsible for the allegation.

↳ If the grievance is invalid or you are not responsible for it, we will communicate this to the raiser in order to close the grievance.

↳ If another party is encroaching illegally on your land and causing the grievance, you should take steps to address this, such as by contacting national and local government authorities and engaging surrounding communities to address any land dispute issues.

5—If the grievance is valid and you are responsible, a time-bound action plan will be formulated and we will work with you to make necessary improvements together.

↳ We will assess your willingness to comply to GAR's policy within 15 working days of the grievance being raised.

↳ Report of our progress will be updated to the raiser and other stakeholders through our website.

6—Our target is to resolve grievances within three months through close engagement with you.

↳ In the case whereby a supplier fails to co-operate or meet the expectations of the action plan without valid reason, they face the possibility of exclusion.

If you have any further questions about our Grievance Procedure, please email us at

supplier.support@sinarmas-agri.com