# Grievance Submission

1. **Grievance Submission**
   - 3 Days

# Categorizing & Preliminary Communication

1. **Categorizing & Preliminary Communication**
   - 2 Days

# Drafting Grievance Handling Workplan

1. **Drafting Workplan**
   - 3 Days

# Verification and Remedy

1. **Verification and Remedy**
   - 5 Days

# Corrective Action & Monitoring

1. **Corrective Action & Monitoring**
   - 7 Days

# Closing Grievance

1. **Closing Grievance**
   - 10 Days

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### Notes:

- **Grievance Scope**
  - Procedure
  - Process
  - Process

- **Grievance Process**
  - 1. Grievance Submission
  - 2. Categorizing and Preliminary Communication
  - 3. Drafting Workplan
  - 4. Field verification
  - 5. Corrective action and monitoring
  - 6. Closing Grievance

- **Issue**
  - 1. Forest Conservation Policy
  - 2. Environmental destruction
  - 3. deforestation, forestry fire
  - 4. illegal logging
  - 5. Wildlife conservation and biodiversity
  - 6. Peatland management
  - 7. Human rights and masyarakat adat
  - 8. Supply chain, etc.

- **Range**
  - Mills;
  - Wood suppliers;

- **Validation Criteria**
  - Submitted documents should meet the narrative of the reporter.
  - Is in APP’s area of operations.
  - Anonymous report is categorized as not valid, but should be discussed further.
  - The complaint has never been reported to other parties.
  - Is categorized as a sustainability issue.

- **Management**
  - Chief of Sustainability Officer
  - Stakeholder Engagement and Advocacy Dept Head
  - Management Mills, or other related department/division
  - Related Dept. Head and Div. Head

- **Independent Observer**
  - Third party
  - Non-partisan
  - Voluntary

- Independent observers can participate in the grievance resolution process if there is an agreement between the reporter and the Unit Penanganan Keluhan (UPK) after the grievance has been validated.

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**Grievance Officers**

1. **Grievance Officers**
   - Sustainability
   - Management
   - Notes:
   - Scope Grievance:
   - **PROCEDURE**
     - 1. Grievance Submission
     - 2. Categorizing and Preliminary Communication
     - 3. Drafting workplan
     - 4. Field verification
     - 5. Corrective action and monitoring
     - 6. Closing Grievance
   - **ISSUE**
     - 1. Forest Conservation Policy
     - 2. Environmental destruction
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     - 8. Supply chain, etc.
   - **RANGE**
     - Mills;
     - Wood suppliers;
   - **VALIDATION CRITERIA**
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     - Is in APP’s area of operations.
     - Anonymous report is categorized as not valid, but should be discussed further.
     - The complaint has never been reported to other parties.
     - Is categorized as a sustainability issue.
   - **MANAGEMENT**
     - Chief of Sustainability Officer
     - Stakeholder Engagement and Advocacy Dept Head
     - Management Mills, or other related department/division
     - Related Dept. Head and Div. Head
   - **INDEPENDENT OBSERVER**
     - Third party
     - Non-partisan
     - Voluntary
     - Independent observers can participate in the grievance resolution process if there is an agreement between the reporter and the Unit Penanganan Keluhan (UPK) after the grievance has been validated.