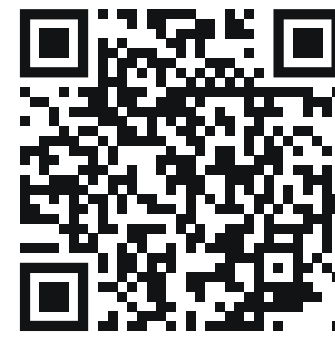




MY Voice

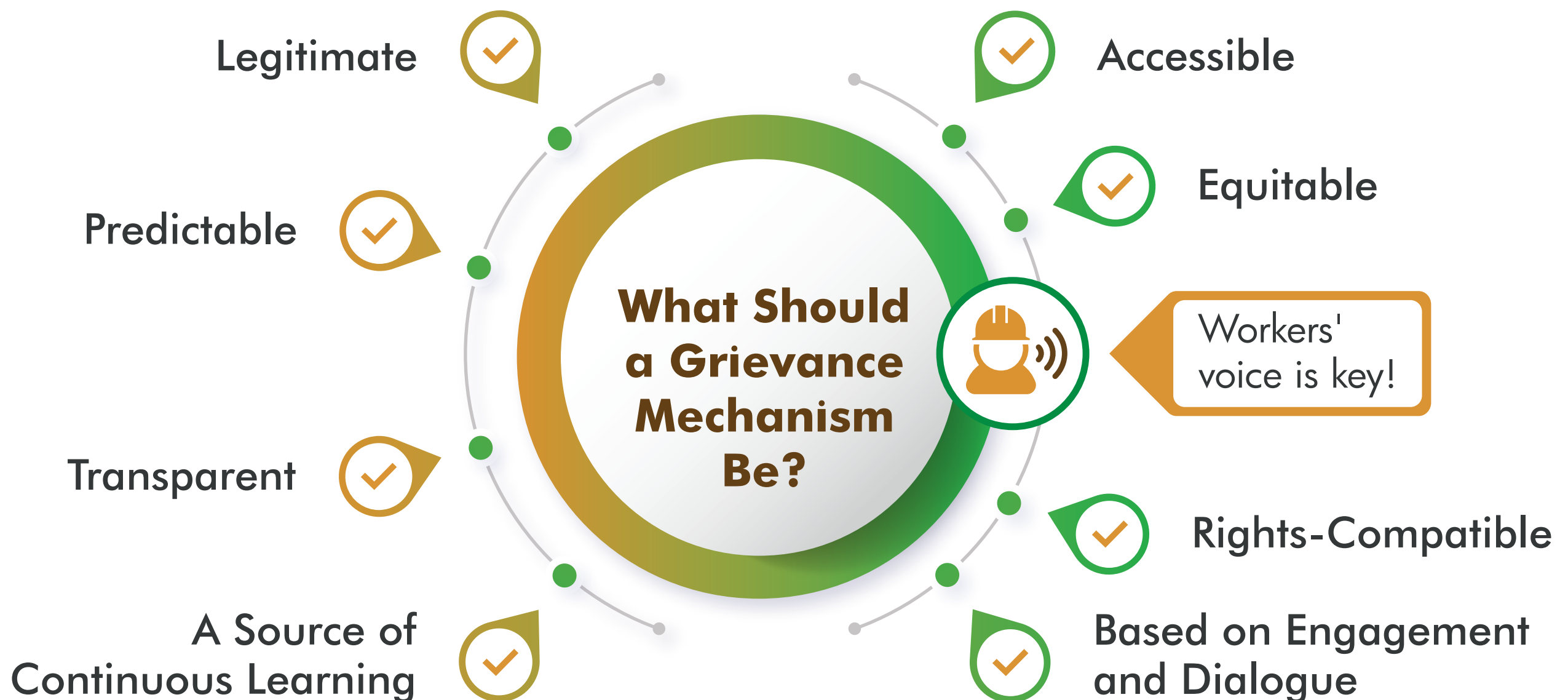
Project to combat forced labour and child labour
in palm oil and garment production in Malaysia



Grievance Mechanisms



A formal method for individuals or groups to communicate inquiries, concerns, or formal complaints to the company and have them addressed in an appropriate manner



Potential Outcomes of the Grievance Mechanism Process

Resolution of the Grievance

Worker's complaint is addressed and issue is remedied

Mutually agreeable solution is reached

Corrective Actions

Examples: fixing equipment, new trainings for workers, and more

In case of misconduct, employer may take disciplinary action (employee must be able to appeal)

Strengthen Policies and Procedures

Revise workplace policies and procedures as needed, then communicate them

Leads to enhanced productivity, increased satisfaction among workers

In the case where someone's rights have been violated, the company must take the necessary actions to redress harm to individuals or groups – this is called remediation.

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