**APICAL GRIEVANCE SUBMISSION FORM**

**Part I - Complainant Detail**

1. Contact Person Detail
   1. Name of contact person : *(Organization or Individual)*
   2. Occupation / Position :
   3. Contact Number
2. Phone Number : *(+country code) phone number*
3. Fax Number : *(+country code) phone number*
   1. Language preferred for : □ English □ Indonesian

communication

* 1. Contact Address

1. Postal Address :
2. Postal Code / ZIP Code :
   1. Email Address :
   2. Representatives of : □ Myself

□ Company (....................................................................)

□ Organization (....................................................................)

□ Community (....................................................................)

□ Other (....................................................................)

**Part II - Complaint Details**

1. Date of submission :
2. Location of Complaint
   1. Name of Mill / Estate :
   2. Address : *(Please provide name of village, district, regency and province)*

* 1. GPS Coordinate

1. Latitude : *(E.g. 6° 11’ 42.918” S)*
2. Longitude : *(E.g. 106° 49’ 23.868” E)*
3. Complaint summary :

1. Violated commitment on :

Apical Sustainability Policy

1. List of supporting document(s) : *(E.g. Photo, information, evidence, maps, chronological*

attached *history,* *video,* *and other related data)*

1. Actions you have taken in order : *(Please provide a specific time line of actions taken to-date,*

to settle the issues with *including people present, location, date, response received,*

Apical’s supplier *etc.)*

(if any)

1. List of person(s)/organization(s) : *(Please provide the name of contact person, related*

contacted by you/ your *documents, result or respond from respondent,*

organization in an attempt to *chronological history, etc.)*

settle the issues.

**Part III – Statement of Good Faith**

Apical is committed to ensure that all complaints are treated, fairly and in a transparent manner to ensure that the solutions reached are acceptable to all stakeholders. In order to facilitate Apical to reach such a solution, it requires that both parties to a grievance observe ethical behavior that accelerates the resolution process.

|  |
| --- |
| In submitting this grievance, I:   1. Understand and agree that the Apical Grievance Secretariat will handle this grievance in accordance with the Apical Grievance Procedure. 2. Agree to engage in the grievance process in good faith. 3. Confirm that the information provided above is accurate to the best of my knowledge.   Thank you.  Yours sincerely,  ………………………………  Signature  ………………………………  Name Date: |

**Please send your grievance to:**

Grievance Secretariat

Level 6, Tower 2, Avenue 5

Bangsar South City No. 8

Jalan Kerinchi 59200

Kuala Lumpur, Malaysia

Fax : +603 2785 8999

Email : [grievance@apicalgroup.com](mailto:grievance@apicalgroup.com)