

Name of Employee* <i>Nama Pekerja</i>	Date <i>Tarikh</i>	Description of Grievance <i>Jenis Aduan dan Rungutan</i>	Person in Charge <i>Pihak bertanggungjawab (pihak majikan)</i>	Response/Action Taken <i>Tindakan yang telah diambil</i>	Status <i>Status</i>

What is Grievance Record?

It is a process that can be exercised and/or provided by employer to enable its employees to lodge and put a written record of their grievances for action.

What is the Role of Employer?

Employer is responsible to ensure “Grievance Record” is monitored regularly.

Employer is encouraged to appoint a dedicated employer’s representative/official to monitor and respond to any grievances reported and/or recorded by its employees. Grievance Record must be located at a strategic location, accessible to all employees.

What Are The Types of Grievance Can Be Recorded?

There is no standard classification or type of grievance that can be recorded in Grievance Record. Ideally, all forms of grievance should be reported using the available grievance record for action.

Employer must encourage all workers to make use of the grievance record. At the same time, employer must ensure that all workers are properly briefed and explained on the grievance procedures available.

Effective grievance procedure, record and remediation would enable employer and employees to resolve conflicts / issues internally and at the lowest level possible.

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Apakah Fungsi Rekod Aduan?

“Rekod Aduan” merupakan proses yang boleh dilakukan oleh pihak majikan bagi membolehkan pekerja mengutarakan / melaporkan sebarang bentuk aduan/masalah/isu yang dihadapi oleh mereka.

Apakah Tanggungjawab Majikan?

Pihak majikan bertanggungjawab bagi memastikan “Rekod Aduan” berfungsi secara efektif termasuk melantik wakil majikan / pegawai berkenaan bagi memantau dan mengambil tindakan sewajarnya berdasarkan aduan yang telah dilaporkan, dengan kadar segera. Rekod aduan ini perlu diletakkan di tempat yang strategik yang boleh diakses dengan mudah oleh pekerja.

Apakah Jenis Aduan yang boleh direkodkan?

Tidak ada klasifikasi / jenis aduan yang khusus yang boleh dilaporkan menerusi sistem rekod aduan ini. Bagaimanapun ia perlu berkaitan dengan perkara melibatkan tanggungjawab majikan seperti isu gaji, kerja lebih masa, etc.

Majikan perlu menggalakkan pekerja untuk menggunakan sistem rekod aduan ini secara efektif, dan melaporkan apa juga bentuk ketidakpuasan hati.

Ia penting bagi membolehkan pihak majikan dan pekerja dapat menyelesaikan salah faham, masalah atau konflik pada peringkat paling rendah.

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