



## SAMPLE GRIEVANCE RECORD (ENGLISH)

Name of Employee*	Date	Description of Grievance	Person in Charge	Response/Action Taken	Status

\* There should be an option for employees to raise anonymous grievances. Hence, including the name of the employee may not always be necessary.

### 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 and is 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.

## CONTOH REKOD ADUAN (BAHASA MALAYSIA)

Name of Pekerja*	Tarikh	Jenis Aduan dan Rungutan	Pihak bertanggungjawab (pihak majikan)	Tindakan yang diambil	Status

\*Seharusnya terdapat pilihan bagi pekerja untuk mengemukakan aduan secara anonim. Oleh itu, nama pekerja mungkin tidak selalu perlu dalam rekod aduan.



## Apakah fungsi rekod aduan?

- Ia merupakan satu proses yang boleh dilaksanakan oleh pihak majikan bagi membolehkan pekerjaanya mengemukakan/melaporkan aduan/masalah/isu yang dihadapi oleh mereka.

## Apakah tanggungjawab pihak majikan?

- Pihak majikan bertanggungjawab bagi memastikan "Rekod Aduan" dipantau secara berkala.
- Pihak majikan digalakkan untuk melantik wakil/pengawai majikan yang khusus untuk memantau dan manjawab sebarang aduan yang dilaporkan dan/atau direkodkan oleh pekerjaanya. Rekod aduan harus diletakkan di lokasi strategik dan mudah diakses oleh semua pekerja.

## Apakah jenis aduan yang boleh direkodkan?

- Tiada klasifikasi atau jenis aduan yang boleh direkodkan/dilaporkan menerusi sistem rekod aduan tersebut. Idealnya, semua jenis aduan sepatutnya dilaporkan menggunakan rekod aduan yang tersedia untuk tindakan.
- Pihak majikan perlu menggalakkan pekerja untuk menggunakan system rekod aduan secara efektif. Pada masa yang sama, majikan perlu memastikan bahawa semua pekerja diberikan penerangan yang betul dan diterangkan mengenai prosedur aduan yang tersedia.
- Prosedur aduan, rekod dan penyelesaian yang berkesan akan membolehkan pihak majikan dan pekerja menyelesaikan konflik/isu secara dalaman dan pada peringkat yang paling rendah.

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