

Prosedur Aduan MAPA / NUPW

Skop

Prosedur Aduan (*Lampiran II*) yang dilampirkan dalam dokumen ini merupakan satu proses yang perlu dilalui oleh majikan dan wakil NUPW jika aduan/masalah dibangkitkan oleh pekerja.

Prosedur Aduan ini juga merupakan proses yang selari dengan *MAPA/NUPW Collective Agreement (2015)*, di bawah **Artikel 5 (Grievance Redressal Procedure)**.

Apakah jenis aduan yang boleh dilaporkan?

MAPA/NUPW Collective Agreement (2015) tidak menetapkan apakah jenis aduan yang boleh dilaporkan menerusi Prosedur Aduan ini.

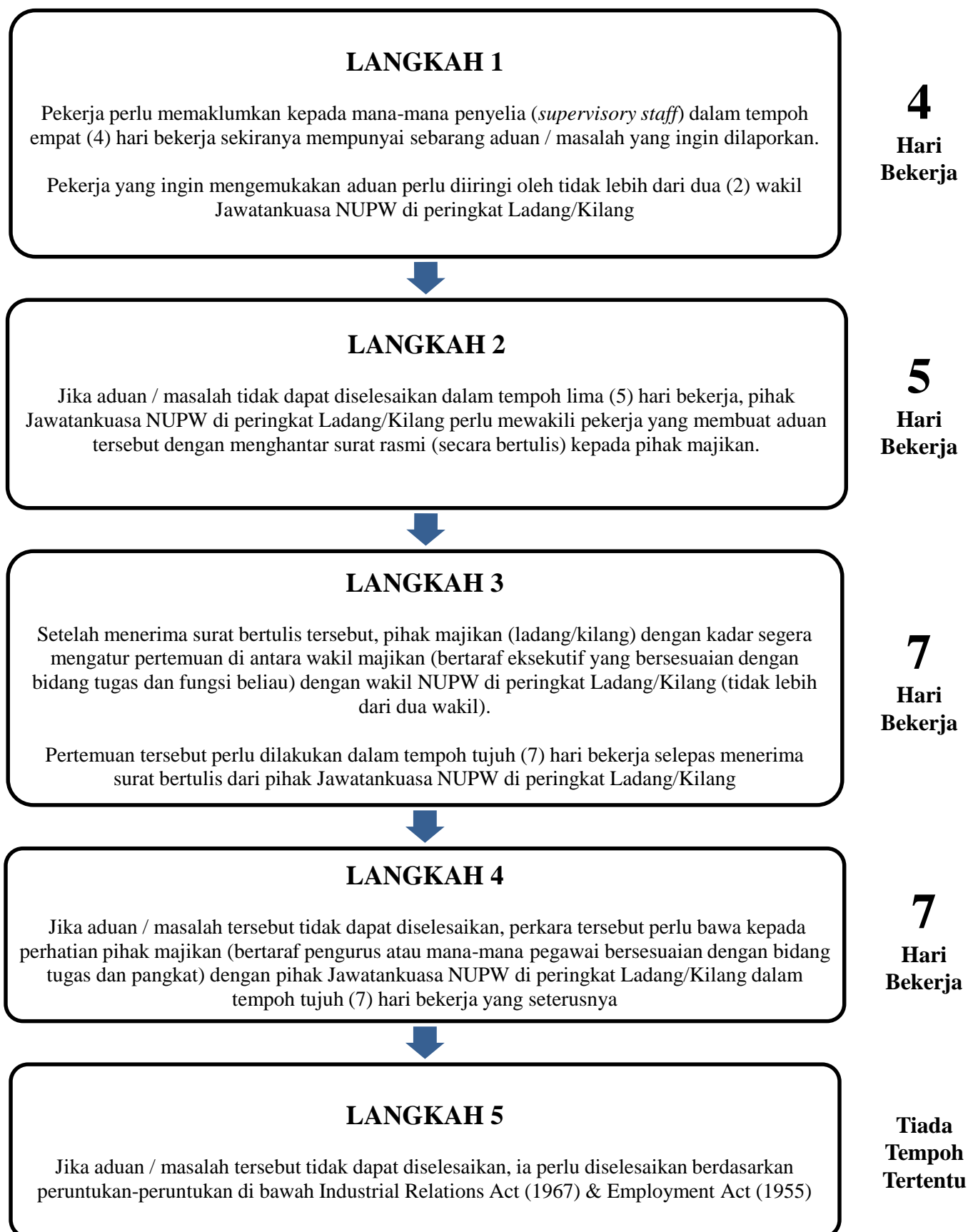
Bagaimanapun, *MAPA/NUPW Collective Agreement (2015)* menekankan bahawa sebarang bentuk salah faham atau konflik perlu diselesaikan pada peringkat yang paling rendah. Ia bertujuan bagi mengekalkan suasana harmoni dan penyelesaian secara menang-menang bagi pihak-pihak yang terlibat.

Pelan Komunikasi

Pihak majikan dengan kerjasama Wakil NUPW perlu memaklumkan kepada pekerja mengenai prosedur aduan ini secara efektif. Ia boleh dilakukan dengan;

- (i) Melakukan taklimat mengenai prosedur aduan kepada semua pekerja;
- (ii) Mempamerkan prosedur aduan secara ringkas di tempat-tempat strategik di kawasan kerja dan penginapan pekerja;

Sample (3) Grievance Procedure - Adapted from MAPA/NUPW's Collective Agreement



Sample (3) Grievance Procedure MAPA/NUPW (Bahasa)

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