

Procedure:	Grievances and complaints	 
Responsible:	Estate Management	
Approval date:	22 April 2016	
Approved by:	Matthys H Greeff	
Position:	General manager	

RESPONSIBILITIES

The Estate Managers, General Manager, Forestry Operational Manager and Human Resource Manager is responsible for the implementation and maintenance of this procedure.

1. REDRESS of COMPLAINTS & GRIEVANCES

In case of grievances or complaints within the company or between the company and an external party, the procedures below will be followed to solve the matter. As a general rule, grievances and complaints should be discussed at an early stage to prevent conflict situations.

This protocol also applies to complaints and grievances that may arise between the company's settler population and their host community. Any issues will first be discussed between the settlers and the community, but should any conflict arise, the company can be notified and the normal grievance procedure applies.

2. PHASED APPROACH

The Grievance and Redress Mechanism of the company consists of four phases:

1. Administering grievances and complaints
2. Written response
3. Mediation by a Complaints and Grievances Committee
4. Appeal in court

The phases are described in detail in the sections below.

Phase 1: Administering grievances or complaints

For company workers there are several ways to administer complaints or grievances; through a supervisor or foreman, the suggestion box, or the TPAWU Union Official. These options are described below.

- a) **All complaints must be submitted in writing.** If workers lodge a complaint with his/her immediate supervisor, the supervisor must immediately invite the other party to investigate the matter and, without prejudice, must tactfully resolve the problem. If the matter is not resolved in this way, the Supervisor must report to the matter to the respective Estate Manager and TPAWU Union Official.
- b) Employees who wish to remain anonymous may use the suggestion box for lodging a complaint. Suggestion boxes are located at the Estate Offices. Management processes the complaints quarterly and feedback will be placed on the Estate notice boards.
- c) Workers can express their complaints at TPAWU meetings. The respective **Estate Manager** attends these meetings (in the event that the Estate Manager is unable to attend – minutes of the

meetings are submitted) and handles the complaints directly or takes them to the company's **General Manager**.

- d) People from outside the company that have grievances or complaints regarding the company can choose to report this **in writing or in person to the Estate Manager**. The **Estate Manager** is appointed as the contact person for all complaints and grievances from external parties. The Estate Manager will communicate the complaint or grievance to the General Manager.
- e) Field Askari's will receive training in complaints handling, rights of communities and illegal activities as they are often a first point of contact in the field. **All complaints received by field askari's must be reported to the Chief Security Officer. The Chief Security Officer will report the matter to the Estate Manager and detail the complaint in writing.**
- f) Where disputes arise post facto, operations affecting these rights will be suspended until such dispute had been resolved.

Phase 2: Written response

The complaint register is updated on a monthly basis and any outstanding complaint is discussed during monthly management meetings. Decisions are taken on whether the complaint needs to be acted upon and what action will be taken. Actions to be taken are noted in the minutes of the meeting.

Management will formulate an appropriate response in writing to resolve the raised issue(s). This response will be sent to the complainant within a maximum of 30 days after reception of the complaint or grievance.

Phase 3: Mediation by a Complaints and Grievances Committee

If the grievance or complaint is not resolved with the written response, the aggrieved person can call for a meeting with a 'grievance committee', made up of company representatives, TPAWU Union Officials, community representatives and the aggrieved person. The committee will discuss the matter and try to settle it through meetings.

The complaint or grievance is addressed immediately and not delayed. In the event that a complaints and grievance committee is requested, the issue will be resolved this way and no further actions are required. If necessary, the company will seek advice or ask for mediation by traditional authorities or other relevant institutions.

Phase 4: Appeal in court

If a conflict cannot be resolved between the aggrieved party and the management of the company, resolution can be sought in court or, for company workers, at the Labour Office.

3. REGISTRATION OF CONFLICTS



All correspondence relating to complaints and grievances is recorded by the HR Department in a complaints register. Conflicts that fall under the Collective Bargaining Agreement will be dealt with accordingly and registered in the respective employees' personnel file.

4. TRAINING

Training for this procedure is given personally after approval of this document, or when a new person becomes responsible for the management and implementation of this procedure.

Overview of changes in this procedure

Version no.	Description of changes	Author	Date
1	Initial version	Form International	November 2015
2	Revised version	Form Tanzania & SFI Tanzania	April 2016
3	Revised version	Form Tanzania & SFI Tanzania	January 2019

Hati:	Malalamiko na malalamiko	 
Kuwajibika:	Estate Management	
Idhini tarehe:	April 22, 2016	
Kupitishwa na:	Thys Greeff	
Nafasi:	Meneja Mkuu	

WANAOHUSIKA

Meneja Rasilimali watu na Meneja wa shamba wanawajibu wa kutekeleza na kuboresha utaratibu huu.

1. KUTATUA MALALAMIKO NA KERO

Kukiwa na kero au malalamiko ndani ya kampuni au kati ya kampuni na watu wan je.Taratibu zifuatazo zitafuatwa ili kutatua hilo swala.Kwa ujumla sharia kero na malalamiko inatakiwa vijadiliwe mapema ili kuondoa ugomvi uliopo

Huu utaratibu utatumika pia kama kutakua na malalamiko na kero yatatokea kati ya kampuni na watu wake pamoja na majirani.Swala lolote lijadiliwe mapema kati ya mwekezaji na wanajamii lakini ugomvi wowote ukitokea kampuni ifahamishwe ili taratibu zakawaida za kero na malalamiko zifuatwe.

2. Mbinu zinazotumika

Malalamiko na kero yatakayojitokeza katika kampuni yatatatuliwa kwa hatua nne:

1. Kero na Malalamiko yatatuliwa kwa njia ya kiutawala
2. Barua
3. Usuluhishi kero na malalamiko kwa njia ya kamati
4. Kukata rufaa mahakamani

Hatua hii imeelezewa kwa undani katika sehemu ya hapa chini.

Hatua ya 1: Njia ya utawala kutatua kero na malalamiko

Kwa wafanyakazi wa kampuni wana njia mbali mbali za kutatua kero na malalamiko kwa njia za kiutawala; kupitia wasimamizi, box la maoni, au chama cha wafanyakazi (TPAWU). Njia hii imeelezewa hapa chini.

- a) Kama wafanyakazi wamewasilisha kero yao kwa msimamizi wao,msimamizi lazima amshirikishe mtu mwingine kwa ajili ya uchunguzi wa jambo hilo bila kufanya maamuzi,lazima jambo hilo litatuliwe.Kama jambo hilo halijatatuliwa kwa njia hii,msimamizi lazima atoe taarifa kwa mkuu wa idara na TPAWU.
- b) Kwa wafanyakazi wasiopenda kujulikana kwamba wametoa malalamika wanaweza kutumia sanduku la maoni.Mabox ya maoni yamewekwa katika ofisi za shamba.Kila baada ya miezi mitatu yanafunguliwa nakufanyiwa kazi na mrejesho unawekwa katika mbao za matangazo.

- c) Wafanyakazi wanaweza kutoa kero zao katika vikao vya TPAWU. Meneja wa shamba atahudhuria kikao na kutatua kero moja kwa moja au kuzichukua au kwenda kufanya kikao na Meneja Mkuu wa kampuni.
- d) Watu wa nje wakiwa na kero na malalamiko kuhusu kampuni wanaweza kuchagua kutoa taarifa kwa njia ya maandishi au mtu kuja kutoa taarifa ofisini. Meneja wa shamba amejiriwa kama mtu wakusikiliza kero na malalamiko kutoka kwa wadau wa nje. Meneja wa shamba atawasilisha kero na malalamiko kwa Meneja Mkuu.

Hatua ya 2: Maandishi

Usajili wa malalamiko unajadiliwa kipindi cha kikao cha mwezi cha uongozi na malalamiko mengine amabyo hayajafanyiwa kazi yatahughulikiwa. Maamuzi yatachukuliwa. Maamuzi yaliyoamuliwa na hatua gani itachukuliwa. Hatua zilizo chukuliwa zitaandikwa kama dondoo ya kikao.

Uongozi utanzisha njia sahihi ya kimaandishi yakutatua jambo lilojitokeza. Usimamizi utaunda jibu sahihi kwa maandishi ili kutatua suala lililoinuliwa. Jibu hili litapelekwa kwa mlalamikaji ndani ya siku 30 baada ya kupokea kero au malalamiko.

Hatua ya 3: Kamati ya usuluhishi wa Kero na Malalamiko

Kama kero na malalamiko hayajatatuliwa kwa njia ya maandishi, mlalamikaji anaweza akaomba kikao pamoja na kamati ya kero', kutakuwa na wakilishi wa kampuni, TPAWU, Wakilishi wa jamii na mlalamikaji. Kamati itajadili hilo jambo na kujitahidi kulimaliza kwa njia ya kikao.

Katika hali nyingi, suala litatatuliwa kwa njia hii na hakuna hatua zaidi zinazohitajika. Ikiwa ni lazima, kampuni itatafuta ushauri au kuomba upatanishi na mamlaka ya jadi au taasisi nyingine husika.

Hatua ya 4: Kukata Rufaa Mahakamani

Kama mgogoro hautatatuliwa mlalamikaji na uongozi wa kampuni wataenda kutatua swala hilo mahakamani au kwa mfanyakazi itakua ofisi za wafanyakazi.

3. Kusajili Migogoro

Tarifa zote zinazohusiana kero na malalamiko zinarekodiwa na Idara ya Rasilimali watu katika kitabu cha usajili. Mgogoro utakao takiwa kuingizwa katika mkataba wa majadiliano utashughulikiwa vizuri na kusajiliwa katika taarifa za mwajiriwa.

Maelezo ya jumla ya mabadiliko ya sera hii.			
Toleo no.	Maelezo ya mabadiliko	Mwandishi	
1	Toleo la mwanzo	Form International	November 2015
2	Ilirekebisha	SFI & Form Tanzania	April 2016
3	Ilirekebisha	SFI & Form Tanzania	January 2019