



# **SUBSIDIARY GUIDELINES ON GRIEVANCE AND COMPLAINTS PROCEDURES**



**MALAYSIA FOREST  
FUND**

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## 7.0 SUBSIDIARY GUIDELINES ON GRIEVANCE AND COMPLAINT PROCEDURES

(Version 3.0- Public Comment)



### 7.1 PURPOSE

- 7.1.1 The Subsidiary Guidelines on Grievance and Complaint Procedures of Forest Carbon Offset (FCO) Program detail the processes for receiving, reviewing and resolving formal complaints, disputes, and grievances. The Subsidiary Guidelines on Grievance and Complaint Procedures are not applicable to legal cases against Malaysia Forest Fund (MFF) or FCO Program or the Guidelines.

### 7.2 SCOPE AND APPLICABILITY

- 7.2.1 The Subsidiary Guidelines on Grievance and Complaint Procedures, along with all clauses within this document and those referenced herein are mandatory for all project owners and project proponents participating in the FCO Program, as well as relevant stakeholders and any member of the public, for the purpose of registering their grievances for any FCO projects.
- 7.2.2 MFF retains the authority to issue updates, modifications, clarifications or corrections to the Guidelines, which will be made available in the MFF Registry. Project proponents must stay current with these updates and incorporate them as needed for their projects by regularly checking the rule updates section in the MFF Registry.
- 7.2.3 Stakeholders may suggest updates, edits, changes or additions to the Guidelines by sending an email to MFF at [corporate@myforestfund.com.my](mailto:corporate@myforestfund.com.my). MFF reserves the right to accept or reject such requests at its discretion.

### 7.3 OBJECTIVES

- 7.3.1 The FCO Program is committed to open, transparent and fair resolution of all grievance and complaints received related to the FCO Program.
- 7.3.2 The Subsidiary Guidelines on Grievance and Complaint Procedures aims to:
- (a) Establish clear, transparent, and impartial process to address grievances within the FCO program; and
  - (b) Provide a feedback mechanism for MFF to enhance the FCO program processes.
- 7.3.3 This Guideline applies to complaints regarding FCO projects, the Main Guidelines, and the Subsidiary Guidelines managed by MFF for the FCO program. Complaint may cover issue arising from:
- (a) Registration process;
  - (b) Certification and Issuance of FCUs;
  - (c) Validation and Verification Bodies;
  - (d) Content of the instrument and operative documents, including approved methodologies.
  - (e) General complaints about the FCO program on the MFF website and MFF Registry.
- 7.3.4 MFF will not address complaints that:

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- (a) have been previously resolved unless raised by a different party or involve recurring issues requiring a different solution; or
- (b) fall outside its jurisdiction.

MFF retains the discretion to decide if a recurring issue necessitates further review.

- 7.3.5 If a complaint pertains to matters beyond MFF's jurisdiction, MFF will formally notify the complainant of the action taken, provide a report number, and, if feasible, offer the appropriate contact for further inquiry. Subsequently, MFF will no longer be responsible for the complaint.

### 7.4 PROCESS AND PROCEDURES

- 7.4.1 Every complaint received shall go through three (3) main stages namely the complaint, resolution, and action process. The flow of the procedures is deduced into a simple flow chart as shown at **Annex 7A**.

### 7.5 COMPLAINT

- 7.5.1 The complainant needs to fill in the Complaint Form as shown at **Annex 7B** and the same is to be submitted to MFF. Submission can be made via the following means:

- (i) By hand  
Malaysia Forest Fund  
T2-L19-3, Level 19  
IOI City Tower Two, Lebuhr IRC, IOI Resort City 62502 Putrajaya;
- (ii) By post  
Malaysia Forest Fund  
T2-L19-3, Level 19  
IOI City Tower Two, Lebuhr IRC, IOI Resort City 62502 Putrajaya; or
- (iii) By email  
[corporate@myforestfund.com.my](mailto:corporate@myforestfund.com.my)
- (iv) By website  
[registry@myforestfund.com.my](mailto:registry@myforestfund.com.my)

### 7.6 RESOLUTION

- 7.6.1 Upon receipt and vetting of the completed Complaint Form as per Annex 7B, MFF will initiate the resolution process through a two-step approach:

#### **STEP 1(a) – Internal Resolution**

Internal resolution will address any complaint made in relation to the FCO Program

#### **STEP 1(b) – Board Resolution**

Board resolution will address any complaint made in relation to any matter other than the FCO Program, including but not limited to MFF management and staff. Any complaint regarding such matter will be directed to the MFF Board of Trustees for resolution.

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### **STEP 2 – Appeal Committee**

If the complainant believes the resolution at Step 1 (a) or (b) is unsatisfactory, the complainant may make an appeal to the Appeal Committee.

- 7.6.2 Each phase of the resolution process will be documented and recorded using the Case Management Form provided in **Annex 7C**.
- 7.6.3 If a resolution is agreed upon at any stage of the process, the decision and action agreed upon will be final and conclusive. The matter will be considered fully and unequivocally resolved and documented in the Resolution Form as shown in **Annex 7D**.

### **7.7 STEP 1(a) – INTERNAL RESOLUTION**

- 7.7.1 MFF may, upon receiving a complaint, investigate the matter addressed in the complaint. During this stage, the complainant will work with the MFF's Management and designated individuals to collaboratively find a resolution to the issue. MFF's management is authorized to:
- (a) Gather necessary information to assess the validity of the complaint;
  - (b) Address and resolve issues or concerns; and
  - (c) Inform the complainant of their options to escalate the complaint to the Appeal Committee.
- 7.7.2 The responsibility of proving that there is a valid case for the complaint lies with the complainant. Should the MFF find any evidence or information provided insufficient or inconsistent, MFF may dismiss the complaint.
- 7.7.3 If the complaint is found to be valid, MFF will acknowledge receipt of the Complaint Form within five (5) business days. The complainant and MFF's management will continue their discussions to resolve the issue to the best of their abilities. This process should be completed within forty-five (45) business days from the date of receiving the Complaint Form, considering the severity and complexity of the case.
- 7.7.4 If no resolution is achieved within the specified time frame, the complainant may fill in Part B of the Case Management Form indicating their decision to proceed with Step 2 (Appeal Committee).

### **7.8 STEP 1(b) - BOARD RESOLUTION**

- 7.8.1 Upon receiving a complaint on matters other than the FCO Program MFF will direct the complaint to its Board of Trustees. The Board of Trustees will hold a meeting to resolve the complaint.
- 7.8.2 The Board of Trustees may require MFF to gather necessary information and conduct an internal investigation to assess the validity of the complaint. The results of the investigation shall be communicated to the Board of Trustees for further deliberations.
- 7.8.3 Should the Board of Trustees find the evidence insufficient or inconsistencies in the information provided, the Board of Trustees may dismiss the complaint.

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- 7.8.4 If the Board of Trustees find the complaint to be valid, MFF will acknowledge receipt of the Complaint Form within five (5) business days. MFF will act accordingly to resolve the issue based on the decision of the Board of Trustees. This process should be completed within forty-five (45) business days from the date of receiving the Complaint Form, considering the severity and complexity of the case.
- 7.8.5 If no resolution is achieved within the specified time frame, the complainant may fill in Part B of the Case Management Form indicating their decision to proceed with Step 2 (Appeal Committee).

### **7.9 STEP 2 – APPEAL COMMITTEE**

- 7.9.1 If a complaint has not been resolved to the complainant's satisfaction in Step 1(a) or (b), a complainant can submit an appeal through the following process, in which case the complainant becomes an "Appellant":
- (a) The Appellant should complete Part B of the Case Management Form to confirm the intent to proceed with the Step 2 (Appeal Committee).
  - (b) The Appeal shall be addressed to MFF with the words, "Appeal". MFF will acknowledge receipt of the Appeal within five (5) business days.
  - (c) The Appeal will be reviewed by an Appeal Committee comprising of two or more MFF staff not involved in the initial Complaint process. External advisors, independent and impartial, may also be included at MFF's discretion. These appointed staff must have full authority to make independent decisions without requiring additional approval from higher management levels.
  - (d) MFF will provide a written response to the Appellant, which will be final and binding..
  - (e) MFF will strive to issue a final written response to the Appeal within twenty-five (25) to thirty (30) business days of receipt of the Appeal.

### **7.10 CORRECTIVE AND PREVENTIVE ACTION**

- 7.10.1 As part of the action stage, once a resolution agreement is reached, MFF commits to completing necessary actions within fourteen (14) business days from the date of receipt of the Resolution Form. MFF will also ensure to monitor and report the action(s) taken. MFF will acknowledge receipt of the Resolution Form within fourteen (14) business days, with the aim for resolution within sixty (60) business days from the date of receipt.
- 7.10.2 Once actions by relevant parties are reported to MFF and deemed satisfactory to MFF, the issue will be considered resolved. MFF will inform the complainant of the actions taken and publish a report in the MFF Registry. All necessary details will be recorded to confirm the complete and unequivocally resolution of the issue.

### **7.11 RECORD KEEPING**

- 7.11.1 Each stage of the procedure must be thoroughly documented and recorded to eliminate any misunderstandings and provide a record in case of any future claim that

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a grievance was not fully resolved. Parties involved are entitled to:

- (a) Review the records of any meeting or interview they participated in to rectify any inaccuracies and ensure completion;
- (b) Review and respond to records containing relevant facts from the other party's statement and witness statements, if applicable; and
- (c) Obtain a record of how the grievances were resolved and the rationale behind the outcome.

7.11.2 All documents will be compiled into a file and stored in MFF's document storage in accordance with MFF's document retention policy.

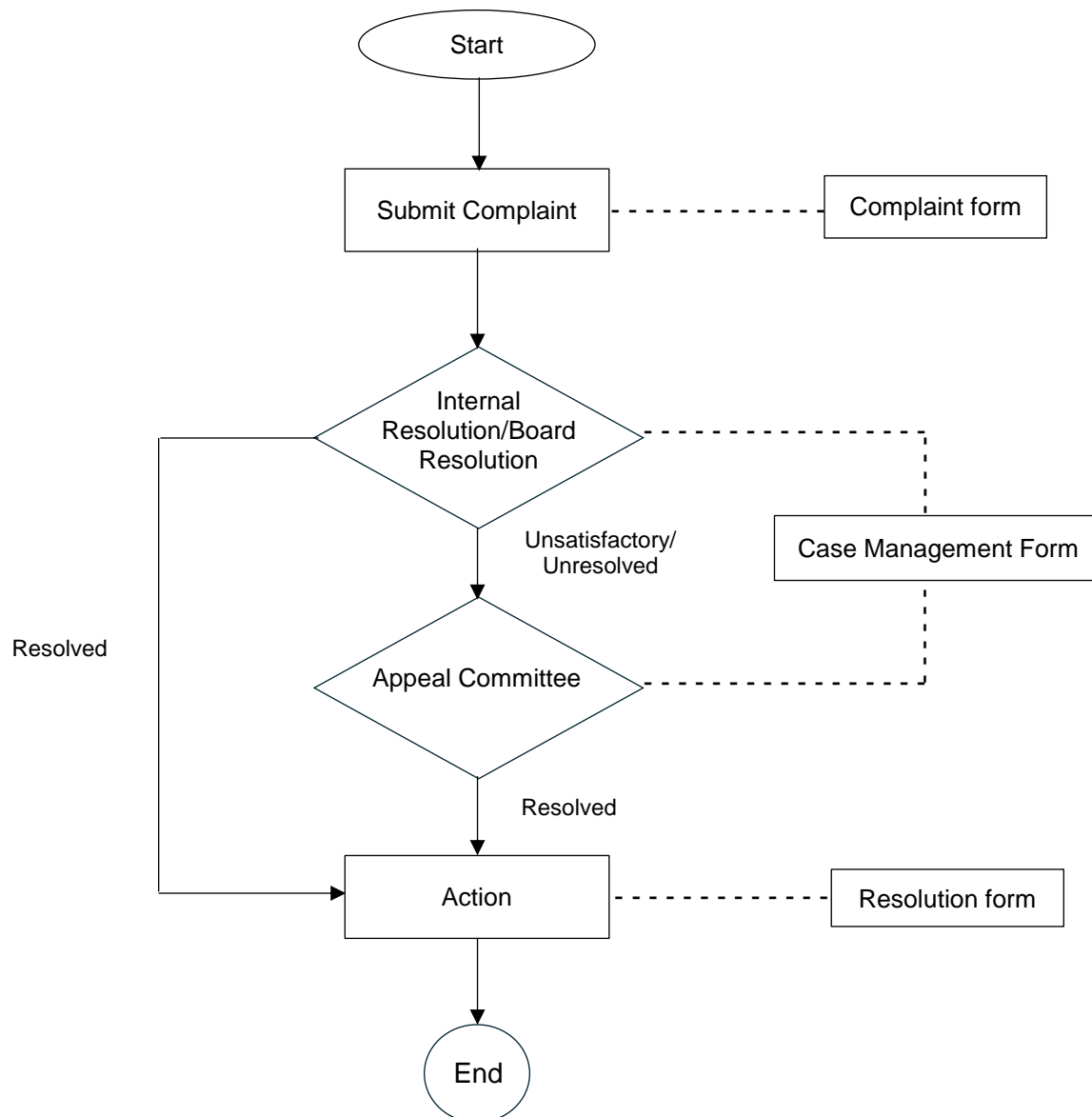
### **7.12 CONFIDENTIALITY**

7.12.1 To maintain confidentiality, any access to the documents (both electronic and paper based) shall be restricted to the MFF officer in charge and MFF's senior management. Where the need arises, the documents shall also be made available to the Grievance Committee.

### **Complaint process**

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| Complaint Form  |  |        |
|---|--|--------|
| References No. (to be filled by MFF):   |  |        |
| 1.  | <b>Complainant details</b>   |        |
|   | Name   | :      |
|   | Designation  | :      |
|   | Organization   | :      |
|   | Address  | :      |
|   | Contact Details  |        |
|   | Email:   | Phone: |
| 2.  | <b>Complaints details</b>  |        |
|   | <p>Have you lodged a complaint about this issue before? If yes, kindly state the details.</p> <p>Have you lodged this complaint with any other agency? If yes, kindly state details.</p> |        |
| 3.  | <b>Complaint summary</b>   |        |
|   | When it happened?  |        |
|   | Where it happened?   |        |
|   | Who was involved?  |        |
|   | What happened? Please describe in detail   |        |
|   | *Attach any documentation that supports your complaint   |        |
| 4.  | <b>Acknowledgement</b>   |        |
|   | <p>All information provided above is true and correct to the best of my knowledge.</p> <p>_____</p> <p>Name:</p> <p>Date:</p>  |        |
| <b>TO BE FILLED BY MFF</b>  |  |        |
| MFF hereby acknowledges that it has received this Complaint Form, and this form has been filled in accurately by the Complainant. |  |        |



Officer in charge:

Date:

| Case Management Form   |   |
|--|---|
| Reference No. (to be filled by MFF):   |   |
| <b>PART I (to be filled by MFF)</b>  |   |
| <b>Complaint Submission</b>  |   |
| Is the Complaint processed?  | <input type="checkbox"/> Yes <input type="checkbox"/> No<br>If No, please state the reason(s):                                    |
| Means of lodgement   | <input type="checkbox"/> Email <input type="checkbox"/> Website <input type="checkbox"/> By Hand <input type="checkbox"/> Postage |
| Date of receipt  |   |
| <b>PART II (Internal Resolution)</b>   |   |
| Validity   | <input type="checkbox"/> Yes <input type="checkbox"/> No<br>If No, please state the reason(s):                                    |
| First meeting  | Date:<br>Outcome:   |
| Subsequent meeting(s) (if any)   | Date:<br>Outcome:   |
| Is the Complainant satisfied with the outcome?   | <input type="checkbox"/> Yes <input type="checkbox"/> No<br>If No, please state the reason(s):                                    |
| Does the Complainant want to proceed with the review by the Appeal Committee   | <input type="checkbox"/> Yes <input type="checkbox"/> No  |
| <b>PART III (Appeal Committee) [If applicable]</b>   |   |
| Appeal Committee Members Involved  |   |
| First Committee Meeting  | Date:<br>Outcome:   |
| Subsequent Committee Meeting(s) (if any)   | Date:<br>Outcome:   |
| Is the Issue Resolved  | <input type="checkbox"/> Yes <input type="checkbox"/> No  |
| Agreed Preventive and/or Corrective Action   |   |
| <b>To be filled after action</b>   |   |
| Action taken   |   |
| Date of action   |   |
| We hereby declare that this issue has <b><u>been fully and amicably settled</u></b> , and that any further complaints regarding this issue shall not put forth by any party save for any breach of agreed responsibilities by any party. |   |
| Complainant:   | MFF:  |
| _____  | _____   |
| Name:  | Name:   |
| Date:  | Date:   |

| Resolution Form  |       |
|--|-------|
| Reference No. <i>(to be filled by MFF)</i> :   |       |
| Agreed Action  |       |
| Date of Action Taken   |       |
| <p>It is hereby acknowledged that all the agreed action and/or steps have been taken correctly and/or prevent the issue that was raised by the Complainant. It is also hereby agreed that no party shall have any rights to take any action against the other against the other party regarding the same issue and action.</p> |       |
| Complainant:   | MFF:  |
| _____  | _____ |
| Name:  | Name: |
| Date:  | Date: |