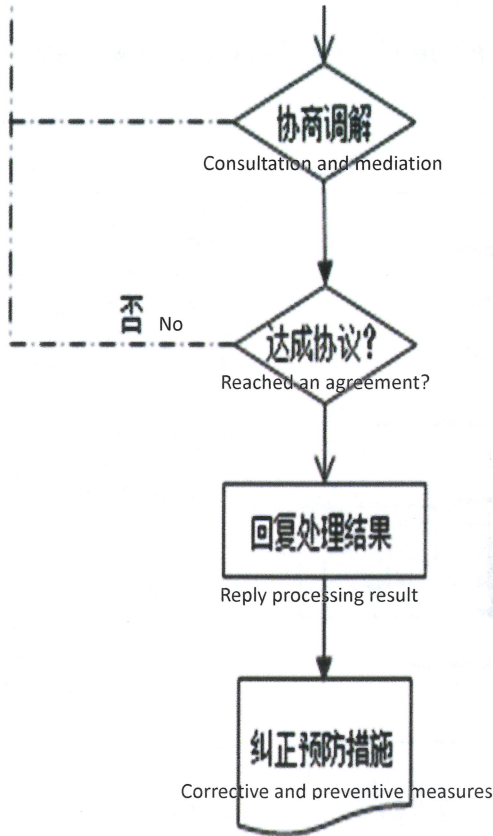


投诉申诉处理流程图 Complaint and Appeal Handling Flowchart

担当部门 Responsible department	业务流程 operation flow	要点说明 Key points
林务部/行政 /职代会 Forestry Department/ Administration / Workers' Congress	<p style="text-align: center;">Complaints, Disputes and Disputes</p> <pre> graph TD A([投诉纠纷和争议]) --> B[电话投诉] A --> C[网络投诉] A --> D[意见信箱] A --> E[现场来访] B --> F[受理并记录] C --> F D --> F E --> F F --> G[调查原因 提出处置方案] F --> H[不符合要求的, 解释后告知投诉人终止投诉] H --> I[申诉] G --> J{协商调解} I --> J </pre>	<ol style="list-style-type: none"> 社区居民和职工可以通过电话投诉、网络投诉、意见箱函件投诉和现场来访投诉等方式对申诉或争议的事项或者纠纷进行申诉或申诉。online complaints, opinion box letters, and on-site visits 投诉电话 Complaint hotline: 02098823778 公司意见箱 Company Opinion Box
林务部/行政 /职代会 Forestry Department/ Administration / Workers' Congress		<ol style="list-style-type: none"> 林务部负责受理社区居民的投诉和申诉; The Ministry of Forestry is responsible for receiving complaints and appeals from community residents; 工会、办公室负责受理职工的投诉和申诉; The trade union and office are responsible for receiving complaints and appeals from employees 林业纠纷可投诉至乡村农林办公室 Forestry disputes can be complained to the Rural Agriculture and Forestry Office.
林务部/行政 /职代会 Forestry Department/ Administration / Workers' Congress		<ol style="list-style-type: none"> 林务部负责调查社区投诉和申诉原因, 并初步提出处置调解方案。 The Ministry of Forestry is responsible for investigating community complaints and reasons for appeals, and initially proposing a mediation plan for handling them. 工会、行政部负责受理职工的投诉和申诉, 并调查原因, 提出初步处置调解方案。 The trade union and administrative department are responsible for accepting complaints and appeals from employees, investigating the reasons, and proposing preliminary mediation plans.
林务部/行政 /职代会 Forestry Department/ Administration / Workers' Congress		<p>应在一周内受理并及时做出处理, 不能达成一致的, 进行上报; 1. It should be accepted and processed in a timely manner within one week. If consensus cannot be reached, it should be reported;</p> <ol style="list-style-type: none"> 采取自愿、事先知情并同意的参与原则, 协调解决争议和纠纷; Adopt the principle of voluntary, prior informed and consensual participation to coordinate and resolve disputes and disputes; 采取公开透明、公平合法的调解处理方式 Adopt an open, transparent, fair and lawful mediation approach 协调达成协议的, 应以书面协议签字确认;

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If an agreement is reached through coordination, it should be confirmed by signing a written agreement;

5. 对于不愿意调解或无法达成一致结果的，应上报，或向上级主管部门进行申诉；
For those who are unwilling to mediate or cannot reach a consensus, they should be reported or appealed to the higher-level supervisory department;

- 履行已根据达成的协议，完结投诉争议；
Fulfill the agreement reached and resolve any complaints or disputes;
- 针对职工因工作造成的财产损失或损害、职业病或工伤，根据协议履行公平赔偿；
For property losses or damages, occupational diseases or work-related injuries caused by employees due to work, fair compensation shall be fulfilled in accordance with the agreement
- 根据知情并同意的协议，履行对使用当地社区居民（原住民）传统知识和知识产权的补偿
According to an informed and consensual agreement, fulfill the compensation for the use of traditional knowledge and intellectual property rights of local community residents (indigenous peoples)

- 每年进行职代会、利益方代表会议或定期的社区咨询和职工咨询，听取和收集相关信息；
Conduct annual employee representative meetings, stakeholder representative meetings, or regular community and employee consultations to listen to and collect relevant information;
- 建立预防措施，防止已解决纠纷争议的再发生
Establish preventive measures to prevent the recurrence of resolved disputes and controversies

投诉受理电话 Complaint handling telephone: 02098823778

投诉网站 Complaint website: <https://www.sunpapergroup.com/list-11-1.html>

投诉邮箱 Complaint mailbox: laos-luzhiguo@sunpaper.cn

投诉受理人 Complaint Accepted by: 卢志国 Lu Zhi guo

