

SHORT RESUME ON WORKSHOP CONDUCTED BY AIM PROGRESS ON 5TH OCTOBER IN BANGKOK

TOPIC 4: GRIEVANCE MECHANISM

Discussion on Problems by the participants:

- Employees does not trust on provided grievance mechanism
- Mostly will use unofficial channels e.g. writing on toilets door, discussion with peers during smoking and lunch
- Unclear responsible person to take care of Suggestion box
- Perceived sometime as useless (probably like dust bin)
- Only Thai, no other languages e.g. Burmese, Cambodia. Therefore other employees who are most likely to have complaint could not utilize the box or grievance mechanism

Discussion on Solutions during the workshop:

- Build trust through response to solve problems
- Established a clear procedures on grievance mechanism, communicate via internal broadcasting. Established procedures in relevant languages of employees
- Conducting survey to ensure that get direct answer from employees
- Person(s) who receive grievance shall be trained and assigned for this specific important roles (one factory shared on this).
- Let's complainant speak and well listen to them and do not stop them even we know that cannot solve their problem right away.
- Established MD's Box to create trust, the box is opened by MD (not by any middle manager or any other employees).
- For general suggestion box shall be opened by "Committee" and not by person due to prevention of Conflict of interest.

Personal Feedback from the trainer:

All 4 groups were active in participation during the workshop and were cooperative. One common issue was raised by all 4 groups: Employees do not trust on the grievance management process. So it is important to understand the reasons of not trusting it. It was suggested to make it being trusted by the complainants is very crucial. The trust can be built up to get valuable suggestions from the employees as starting point.