

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 Administration / Workers' Congress		1. 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 有争议的事项或者纠纷进行上诉或申诉。 Community, residents and employees can appeal or request for disputed matters or disputes through telephone, network, opinion boxes, letters and on-site visits. 2. 投诉电话 Complaint hotline: 02098823778

接受受理职工的申诉和上诉。 Accept and handle the complaints and appeals of employees.	林务部/行政 /职代会 Forestry Administration / Workers' Congress		2. 工会、与用人单位 协商处理，双方在各自管理权限内。 The trade union and administrative department are responsible for investigating the reasons, and pro- mote voluntary mediation plans. 3. 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 4. 协调达成协议的，应以书面协议签字确 定。 If a mediation agreement is reached, it should be confirmed in writing.
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