

Worker Grievance Mechanism

How workers, families, and employers can raise concerns and have them resolved fairly

1. PURPOSE

This document describes the channels and process through which workers, their families, employers, and any affected party can raise complaints, concerns, or grievances related to Binamandiri's recruitment and placement activities. Binamandiri guarantees that grievances will be acknowledged, investigated, and resolved without retaliation.

2. WHO CAN SUBMIT A GRIEVANCE

- Any worker placed by Binamandiri, whether currently overseas or returned.
- Family members or legal representatives of placed workers.
- Employers who have received workers through Binamandiri.
- Community members or NGOs acting on behalf of affected workers.
- Anonymous reporters (identity protected).

3. GRIEVANCE CHANNELS

Grievances may be submitted through any of the following channels:

- Email: grievance@binamandiri.com (monitored daily, response within 48 hours).
- WhatsApp Hotline: +62 341-347-474 (available 07:00–21:00 WIB).
- In-person: Binamandiri offices in Malang, East Java or Singapore representative office.
- Indonesian Embassy welfare officers in destination countries.
- BP2MI (Badan Pelindungan Pekerja Migran Indonesia) hotline: 1500-630.

4. GRIEVANCE RESOLUTION PROCESS

All grievances follow this structured resolution pathway:

- Step 1 — Acknowledgement: All grievances acknowledged in writing within 2 business days.
- Step 2 — Assessment: Grievance Officer categorises severity (Low / Medium / Critical) within 3 days.
- Step 3 — Investigation: Dedicated case manager assigned; all parties interviewed within 10 days.
- Step 4 — Resolution: Written resolution provided within 21 days of receipt (7 days for Critical cases).
- Step 5 — Appeal: If unsatisfied, worker may escalate to BP2MI or Indonesian Embassy within 14 days.

5. PROTECTIONS FOR COMPLAINANTS

- No worker shall face contract termination, salary deduction, or deportation as a result of filing a grievance.
- Anonymous reports are accepted and investigated with the same rigour as identified reports.
- All case information is treated as strictly confidential and shared only with those directly involved in resolution.
- Legal assistance referrals available at no cost for cases involving criminal conduct.

6. COLLECTIVE GRIEVANCES

Where three or more workers share a common complaint, a collective grievance process is initiated, involving direct

negotiation between Binamandiri leadership and worker representatives. Outcomes are documented and shared with all affected workers.

7. ANNUAL REPORTING

Binamandiri publishes an annual grievance summary report (anonymised) covering total cases received, categories, resolution rates, and systemic improvements made. The report is available at binamandiri.com and submitted to BP2MI and ISO audit bodies.
