

Case Study

Procedure of “Complaint Mediation”

By Ms. Heng Rotana, People & Culture Technical Manager, *World Vision International (WVI)*

+ Ms. Heng Rotana, People & Culture Technical Manager of WVI, she shared her real practical on “Complaint Mediation”, she shared her procedure to solve the problem or cases:

- Open for all staff to share what they want.
- Has hotline
- If case related to fraud, WVI has local Case committee (LCHT_ National Management Committee).
- Has Risk Management Committee
- Reporting system
- Warning (if related to lost materials)
- Solve the problem based on recommendation
- Observe on their behavior....etc.
- Assets: we can also check value of inventory and Insurance (by Mr. Pheap Mono)



➤ *How can we do when we terminate staff contract? if we are in HRM role.*

+ *General commented by speakers: Ms. Heng Rotana and Mr. Pheap Mono*

- *HR should look at the two points: UDC and FDC based on Labour Law.*
- *If they have poor performance; HR should have the plan to improve them. However, if related to finished fund (if UDC); HR has to discuss and consult with a lawyer, before making the final decision with SMT.*
- *The best ways to solve the case is formal negotiation (face to face discussion)*
- *Find the third party to help in discussion*
- *Encourage and motivate them to speak out as closely friend*
- *HR and Admin manager must be a role model staff, respect rule/policies and professional speaking including dresses.*