

Current overview and status of complaints/grievances

Complaint/grievance's Information				
ID Number	Date of complaint/grievance	Complainant	Description of complaint/grievance and results	Status
(1)	(2)	(3)	(4)	(5)
REA.11-10-2025	29-Oct-24	Village Head of Kelinjau Ulu	Complaint/grievance: Land claim dispute (28.5 ha) overlapping with previously compensated areas. Led to temporary access disruption by the community. Results: The company responded promptly by initiating stakeholder dialogues with community leaders and local authorities. A joint agreement was reached to reopen access, and a commitment was made to conduct thorough data reconciliation and follow-up verification to ensure a fair resolution.	Inactive
REA.12-11-2025	16-Nov-24	Ritan Baru Village (Regina Mening & Merang Danil)	Complaint/grievance: Based on the complaint from the Village Head of Kelekat & Kembang Janggut to DLHK of Kutai Kartanegara Regency, there have been indications of environmental pollution due to shell spills from the pontoon. Results: The results of joint verification between parties from the Regency Government represented by DLHK together with parties from the community (as complainants) and the company show that the complaints submitted were not proven. These results were accepted by all parties.	Inactive
REA.13-01-2024	03-Jan-24	Koperasi Long Sewu (Kelinjau Ulu Village), Ahmad	Complaint/grievance: Concerns raised about the location of plasma development, which was allocated outside the complainant's village area. Results: The company clarified that the plasma location was selected based on agronomic, legal, and operational factors. Several meetings and field assessments were held. While	Inactive
REA.14-02-2025	27-Feb-24	Chairperson of Pondok Balok Farmer Group, Azis	Complaint/grievance: Request for facilitation of long-standing plasma land rights for the Pondok Balok farmer group. Results: After a series of bilateral discussions, both parties agreed on the allocation of 30.96 ha of plasma land. REA supported this through formal documentation and will continue assisting with cooperative formation and the issuance of land development agreements	Inactive
REA.15-03-2025	03-Mar-25	Muhammad Subli (Manager of Rakat Kelinjau Benua Cooperative)	Complaint/grievance: Request for salary payment to cooperative managers in line with support provided to other REA plasma partners. Results: Following dialogue with the cooperative and internal review, the company approved the requested payments. This ensured consistency across partner cooperatives and reinforced our commitment to equitable support.	Inactive

Notes:

A display log template on the website that provides information on the stages and process of handling complaints starting from the stages of receiving complaints to resolution of complaints accompanied by relevant supporting data and information and the status of complaints.

Column 1: is a unique complaint number required as a complaint ID and tracking the progress of each complaint.

Column 2: date of receipt and/or identification of the complaint.

Column 3: select one of the complainants/complaints information (Buyer, Community, Government, NGO).

Column 4: description of the complaint according to the complaint received.

Column 5: Filled with complaint handling status, namely active status if the complaint case is still in progress of completion and inactive if the complaint case has been resolved.