

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
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林务部/行政 /职代会 Forestry Administration /Workers Congress	<p>Complaints, Disputes and Disputes</p> <p>Complaint on the phone</p> <p>Online complaints</p> <p>Opinion mailbox</p> <p>On site visits</p>	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异议的事项或者纠纷进行上诉或申诉。 Community residents and employees can appeal or appeal to disputed matters or disputes through telephone complaints, online complaints, opinion box letters, and on-site visits. 2. 投诉电话 Complaint hotline: 02098823778 3. 公司意见箱 Company Opinion Box The Ministry of Forestry is responsible for receiving complaints and appeals from community residents.
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Department/

The trade union and office are

For property, losses or damages, occupational diseases or
injury or illness, 根据有关法律行政法规：
work-related injuries caused by
Employees apply to their liability companies
shall be fulfilled in accordance with
the agreement.

1. 明确赔偿范围及赔偿标准。履行赔偿义务时，
应当根据有关法律行政法规和
合同约定，及时足额赔偿受害者
的损失，不推诿、不逃避、不
协商、不敷衍。
The compensation for the loss of
conditions, knowledge or distribution
property rights of local community
residents (indigenous people)

1. 每年召开职工代表大会、职工代表会议或定期
召开职工代表大会、职工代表会议
Annual employee representative
meetings, stakeholder representative
meetings, or similar

社区咨询和职工咨询，听取和收集相关信息；
community and employee consultation to
listen to and collect relevant
information;
2. 建立预防机制，防止因赔偿纠纷引发
群体性事件。
Establish preventive measures to prevent
the occurrence of, separate disputes and
controversies

商务部/国资委
理事会
Department/
Administration
Board

商务部/国资委
监事会/理事会
Department/
Administration
/ Supervisory
Board

商务部
Department
Administration
/ Supervisory
Board

中国对外承包工程
协会
China Association of
Engineering Contractors

中国对外承包工程
协会
China Association of
Engineering Contractors

中国对外承包工程
协会
China Association of
Engineering Contractors

投诉受理电话 Complaint handling telephone: 02088833178
受理网站 Complaint website: <http://www.chinaecpa.com/>
电子邮箱 Complaint e-mail: chinaecpa@chinaecpa.com
投诉受理人 Complaint handler by: 卢志强 Lu Zhi

