

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	<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 1. 林务部负责受理社区居民的投诉和申诉。 The Ministry of Forestry is responsible for receiving complaints and appeals from community residents. The trade union and office are

