



P.E N A T I O N

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## 澳大利亚浩史宾有限公司及品牌有关意见箱管理办法

# SUGGESTION BOX MANAGEMENT REQUIREMENTS

### 1.目的 : Purpose

为完善公司建议管理体系，规范意见管理工作，以营造开放式的管理氛围，及时发现和解决问题、给员工以正确的疏导，促进生效效率和工作品质的提高，增强企业凝聚力，特制订本办法。

These measures are formulated for the purpose of improving the suggestion management system of the company, standardizing the suggestion management, creating an open management atmosphere, finding, and solving problems in time, giving correct guidance to employees, promoting the improvement of effective efficiency and work quality, and enhancing the cohesion of the enterprise.

### 2.名词解释 Definitions

意见是指问题反映、员工抱怨或投诉等。

Opinion refers to problems, employee complaints or complaints, etc.

### 3.意见的反馈渠道 Feedback channels for suggestion

公司员工反映问题、抱怨或投诉的渠道是公司意见箱等公司级沟通渠道。

The channels for employees to report problems or complaints are company-level communication channels such as suggestion boxes.

### 4.意见的管理原则 Principles of management options

4.1 意见的受理应遵循公正的原则。依据规章制度和政策，根据客观实际分析问题、合理处理。

The acceptance of opinions should follow the principle of impartiality. According to the rules and regulations and policies, on the basis of the objective reality of the analysis of problems, reasonable handling.

4.2 反映问题或投诉时，应真实地反映事实。不得利用意见箱进行辱骂、恐吓、造谣等进行人身攻击的不文明行为，一经发现给予严肃处理。

Reporting a problem or complaint, reflect the truth. Do not use the suggestion box to insult, threaten, spread rumours and other uncivilized behaviour or personal attack, once found will be seriously dealt with.

4.3 提倡员工提意见时使用**真实姓名**，以便尽快调查、解决问题。

Advocate employees to use their real names when giving comments, so as to investigate and solve problems as soon as possible.

4.4 问题反映、投诉涉及的人员，应客观对待投诉和反映，有则改之，无则嘉勉。

The personnel involved in the problems and complaints should treat the complaints and complaints objectively. If there is any, they should be corrected; if there is none, they should be praised and encouraged.

4.5 处理员工意见要遵循解决问题与思想疏导、教育相结合的原则。

To deal with employees' opinions, we should follow the principle of combining problem solving with ideological guidance and education.

4.6 意见处理遵循分级负责，归口处理的原则。

Suggestions are handled in accordance with the principle of graded responsibility and centralized treatment.

4.7 **保密原则**：意见处理人员要遵守保密纪律，不扩散员工反映的情况和问题，不将待定的处理情况向投诉者或被反映人泄露。不宜公开的材料，不能随意泄露、扩散。

Confidentiality principle: the opinion processing personnel shall abide by the confidentiality discipline and shall not diffuse the situation and problems reported by the staff, and shall not disclose the pending processing situation to the complainant or the person being reflected. Materials should not be made public should not be disclosed or disseminated at will.

4.8 **及时原则**：解决问题和投诉**一般不超过3个工作日**并须及时给反映、投诉人员以回复（含通知形式）。

Generally, it shall not take more than 3 working days to solve problems and complaints, and shall reply to the personnel who reflect and complain in time (including notice form).

4.9 **禁止**对意见提报人有打击、报复、恐吓、威胁等不良行为，一经查实，严肃处理。

It is forbidden to strike, retaliate, intimidate, threaten or other bad behaviour against the person who submitted the opinion. Once it is found out, he shall be given serious punishment.

## 5. 意见管理 Views on Management

### 5.1 各级职责 All levels of responsibility

5.1.1 **董事长/总经理**负责重要意见或重大投诉（涉及部门级以上干部或涉及经济问题数额较大的）的处理。

The general manager is responsible for the handling of important opinions or major complaints (involving cadres or above the department level or those involving relatively large amounts of economic problems).

5.1.2 **综合部**意见箱的日常维护管理：包括收集整理意见、留言；将相关意见反馈给各负责部门；督促部门及时回复及解决、并将结果汇报给**总经理**；每月汇总总结、分析意见及解决情况，并存档备查。

Daily maintenance and management of the suggestion box of the General Affairs Department: collecting and sorting out opinions and leaving messages; Feedback relevant opinions to each responsible department; Supervise the department to reply and solve the problem in time and report the result to the General Manager; Summarize and analyse opinions and solutions monthly, and file for reference.

5.2 意见箱的设置 Suggestion box set-up

5.2.1 书面意见箱：**公司大门入口及综合办公楼一楼。**

Written Suggestions Box: The main entrance of the company and the first floor of the comprehensive office building.

5.3 一般意见的处理流程：

Procedures for handling general comments:

5.3.1 **意见箱管理人员**负责定期（每月）开启意见箱，并根据接收到的**意见**留言涉及面、重要程度、所属业务范业务负责围等**内容转给相关人处理。**

Suggestions box management personnel is responsible for opening the Suggestions box regularly (monthly), and according to the received comments, the scope of the message, the importance of the business, business model and other contents of the business responsible for the circumference of the relevant person to deal with.

5.3.2 对于涉及具体员工的投诉或意见反映，意见箱管理人员须将其交由被反映人的上级处理。

For complaints or comments relating to specific employees, the Suggestion Box Manager shall refer them to the superior of the person being reflected.

5.3.3 各业务相关负责人收到意见后，须及时调查情况、并于**3个工作日内**给问题反映人答复；回复形式可以信件、电话、面谈、发邮件等方式反馈，必要时可全公司公开回复。

After receiving the opinions, the relevant responsible person of each business shall timely investigate the situation and reply to the reflector within 3 working days; Feedback can be made in the form of letters, phone calls, interviews, emails, etc. If necessary, the whole company can reply publicly.

5.3.4 意见处理人员须按规定填写反馈意见；意见箱管理人员记录意见处理情况于《意见处理登记表》并存档备查。

The opinion processing personnel shall fill in the feedback opinions according to the regulations; The management personnel of the Suggestions Box shall record the handling situation of the Suggestions in the Registration Form of Suggestions Handling and file it for future reference.

5.3.5 对于没有署名或回复式的留言，只做问题反映，根据具体情况可不给予具体处理。

For messages that are not signed or returned, only to reflect the problem, according to the specific actual situation cannot give specific treatment.

5.3.6 针对合理化建议，公司采纳后给予奖励，全厂通知、倡议、弘扬。

In view of the rationalization proposals, the company will give rewards after adoption, the whole factory notice, initiative, carry forward.

5.4 特殊意见直接报总经理或董事长处理

Special opinions shall be reported directly to the general manager or the chairman of the board of directors.

5.5 流程图：Flowchart



