



RBA GRIEVANCE MECHANISM & WORKER VOICE TRAINING



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Course Title: RBA Grievance Mechanism & Worker Voice Training

Course Validity: 1 Day

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with an in-depth understanding of RBA expectations related to grievance mechanisms and worker voice systems. It covers effective channels for reporting concerns, whistleblowing protection, complaint handling procedures, communication systems and worker engagement frameworks. Participants will learn how to establish transparent, accessible and credible mechanisms that align with RBA requirements and support labour rights, ethical practices and responsible workplace management.

OBJECTIVE(S):

- Understand RBA requirements for grievance mechanisms and worker voice
- Learn how to design accessible, confidential and effective reporting channels
- Understand processes for complaint handling, escalation and resolution
- Identify risks, gaps and common non-conformances in RBA audits
- Strengthen worker engagement, communication and trust in reporting systems

TARGET GROUP(S):

- HR and administrative personnel
- Compliance and sustainability teams
- Supervisors and line leaders
- Worker representatives and committee members
- Managers and executives
- Any personnel involved in worker engagement and complaint handling

ENTRY REQUIREMENT(S):

- Able to read, write, and communicate in Malay/English

TOPIC(S):

1. Introduction to RBA Worker Voice & Grievance Requirements
2. Characteristics of Effective Grievance Mechanisms
3. Reporting Channels: Hotline, Digital, In-Person & Third-Party Systems
4. Whistleblower Protection & Confidentiality Requirements
5. Complaint Intake, Documentation & Transparency
6. Investigation, Escalation & Resolution Procedures
7. Worker Participation, Dialogues & Engagement Platforms
8. Monitoring, Review & Corrective Action for Grievance Systems
9. Common Audit Findings Related to Worker Voice & Grievances

LIST OF REFERENCE BOOK(S):

- RBA Code of Conduct
- Whistleblowing & Ethical Reporting Guidelines
- Human Rights & Labour Rights Standards

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard with accessories

METHODOLOGY(S):

- Lecture
- Group discussions
- Case studies

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 9:45 am	Topic 1: Overview of RBA Grievance & Worker Voice Expectations
9:45 am – 10:30 am	Topic 2: Designing Effective Worker Grievance Mechanisms
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 11:30 am	Topic 3: Complaint Handling, Documentation & Whistleblower Protection
11:30 am – 12:30 pm	Topic 4: Worker Voice Systems, Dialogues & Engagement Tools
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 2:30 pm	Topic 5: Escalation, Resolution & Transparency Requirements
2:30 pm – 3:30 pm	Topic 6: Monitoring, CAPA & Mechanism Effectiveness Review
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 7: Common NCs & RBA Readiness for Worker Voice Systems