



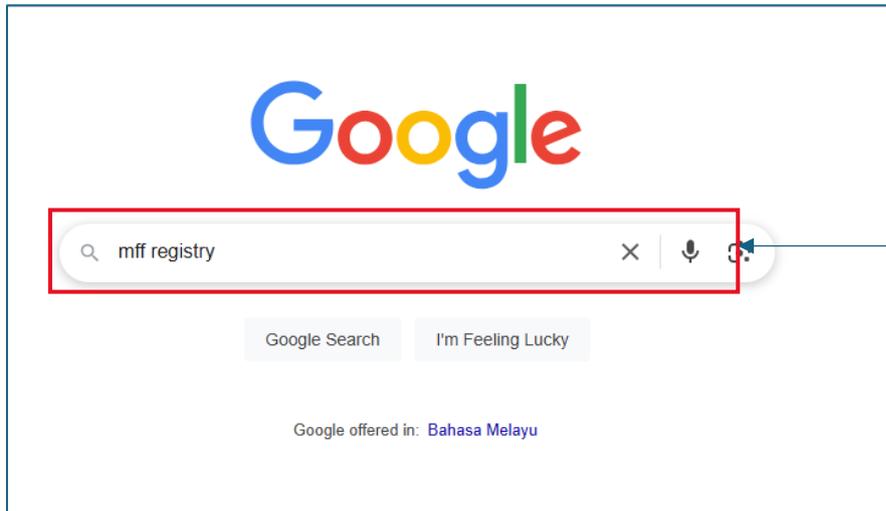
MALAYSIA FOREST FUND
REGISTRY

MFF REGISTRY USER MANUAL FOR GRIEVANCE

**PREPARED BY:
MALAYSIA FOREST FUND**

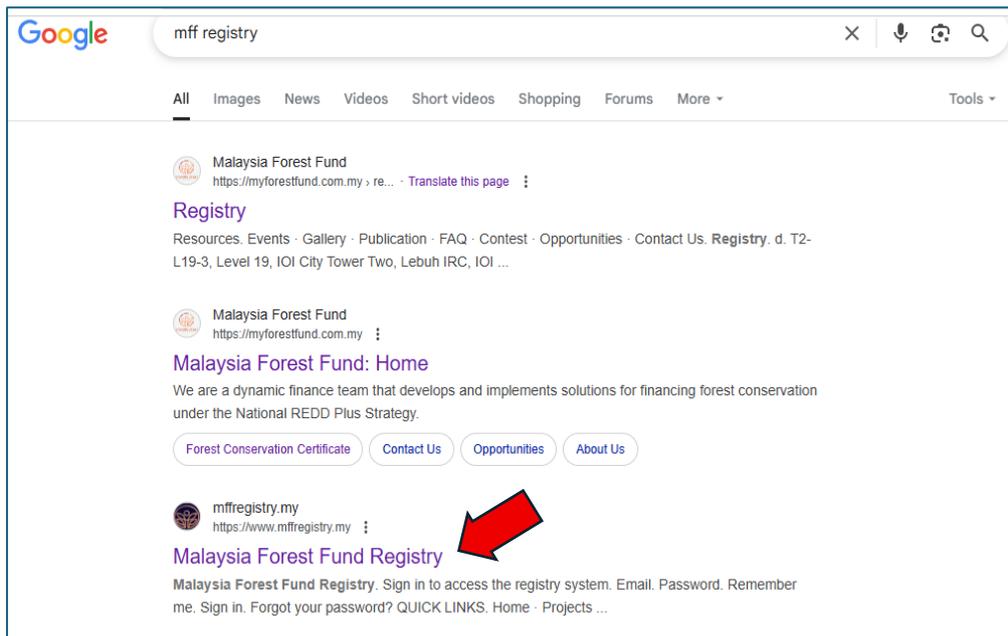
Accessing MFF Registry

1. Open any preferable search engines and browse for “MFF Registry”.

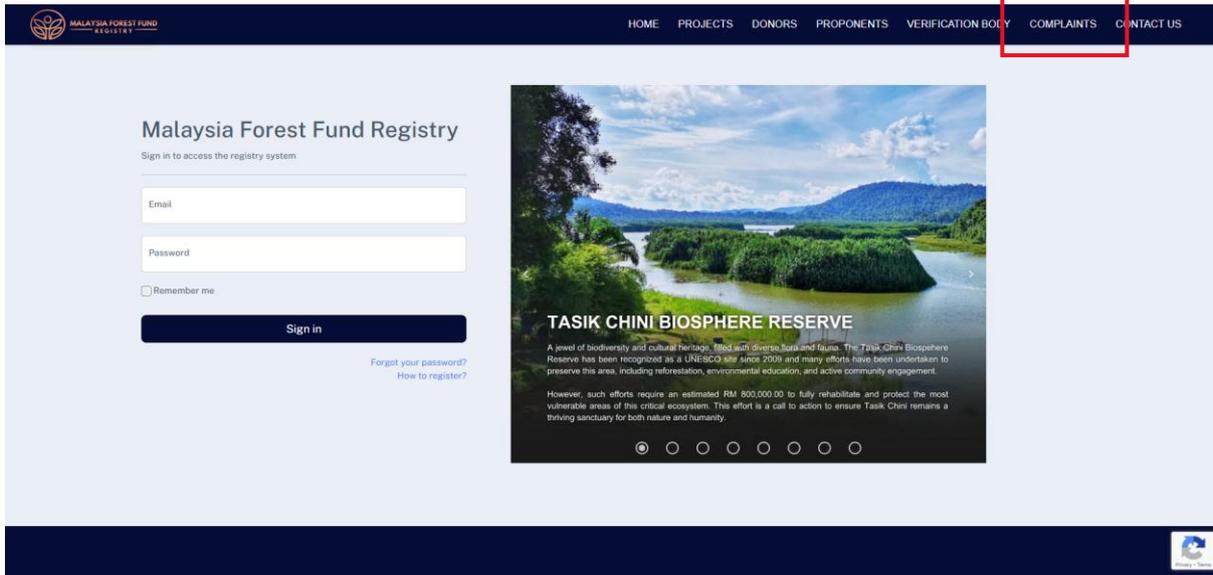


Search for MFF Registry in any search engines.

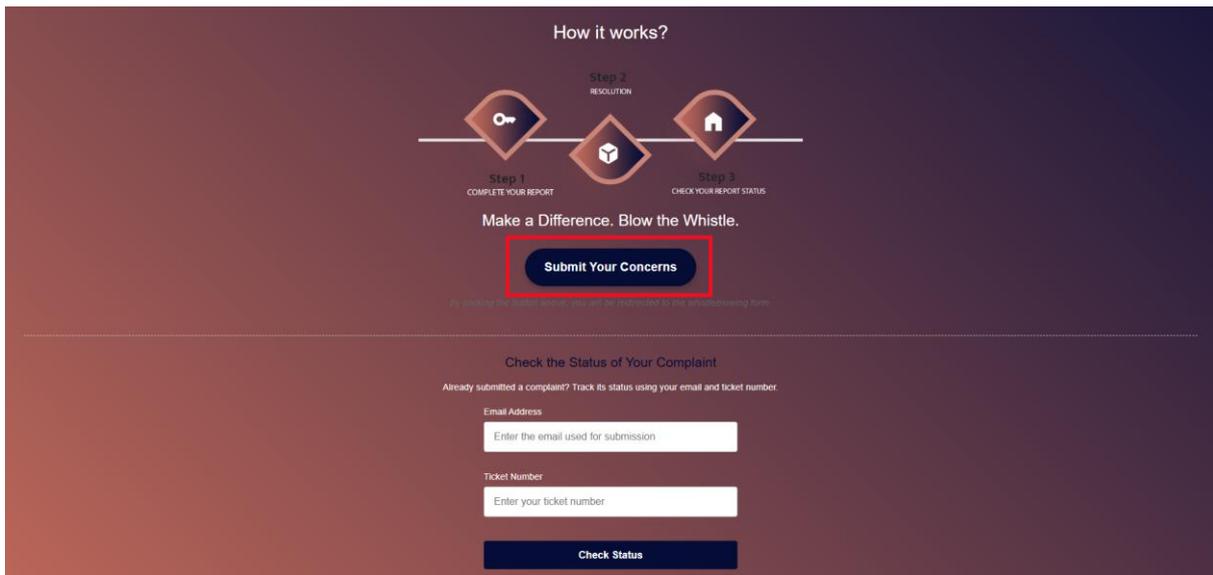
2. Select the result with the URL: <https://www.mffregistry.my/>



3. Once redirected to the homepage, you may click “Complaints” on the ribbon menu.



4. You may scroll down the page and click “Submit Your Concern” to lodge a complaint.



5. By clicking the button, you will be redirected to a complaint form, where you may provide the relevant details of your concern. It is highly recommended that you describe the issue as clearly and comprehensively as possible to facilitate effective grievance management.

The screenshot shows a web form with the following sections:

- Active** (status indicator)
- 1. COMPLAINANT DETAILS**
 - Name*
 - Designation
 - Organization
 - Address
 - Email* Phone*
- 2. COMPLAINANTS DETAILS**
 - Have you lodged a complaint about this issue before? If yes, kindly state the details.
 - Have you lodged this complaint with any other agency? If yes, kindly state details.
 - Complaint Details
- 3. COMPLAINT SUMMARY**
 - When has it happened?
 - Where has it happened?
 - Who was involved?
 - What happened? Please describe in detail
 - Summary*
- Upload Files** (button)

6. Upon completing the form, you may submit it to MFF for review.

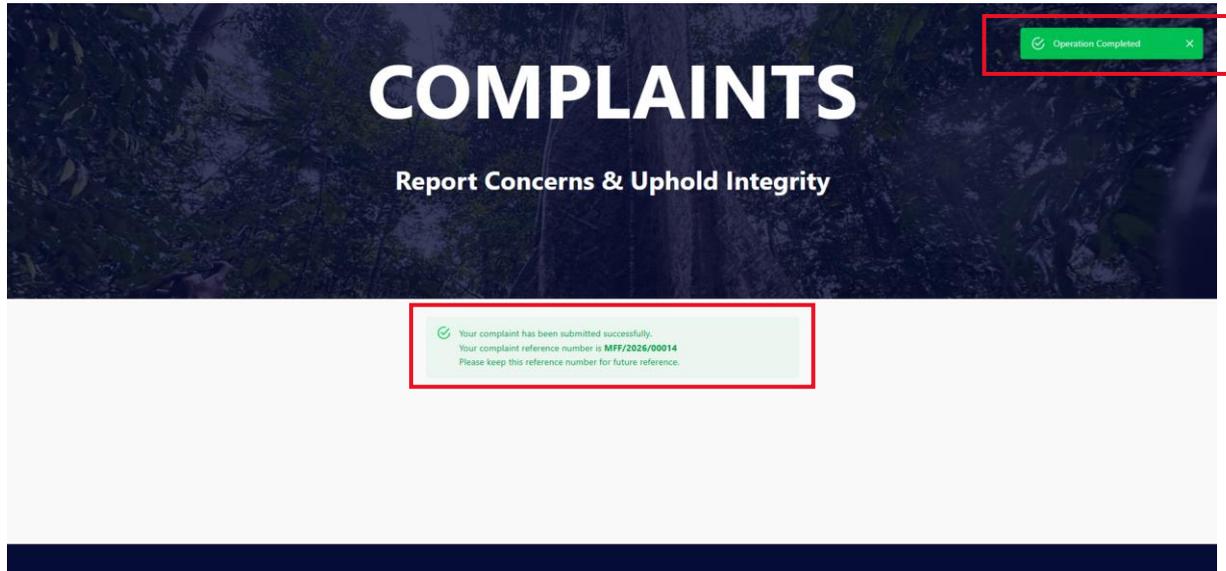
The screenshot shows the bottom portion of the complaint form:

- Have you lodged a complaint about this issue before? If yes, kindly state the details.
- Have you lodged this complaint with any other agency? If yes, kindly state details.
- Complaint Details
 - I think I lost my memory and I can't tell who am I.
- 3. COMPLAINT SUMMARY**
 - When has it happened?
 - Where has it happened?
 - Who was involved?
 - What happened? Please describe in detail
 - Summary*
 - I went to sleep last night and had a nightmare, where my cat suddenly became Captain Meow Meow. When I woke up, I don't recognize anything around me. I think I've gone insane.
- Upload Files** (button)
- 4. ACKNOWLEDGEMENT**
 - I confirm that the above information is true and correct.
- Submit Complaint** (button, highlighted with a red box)

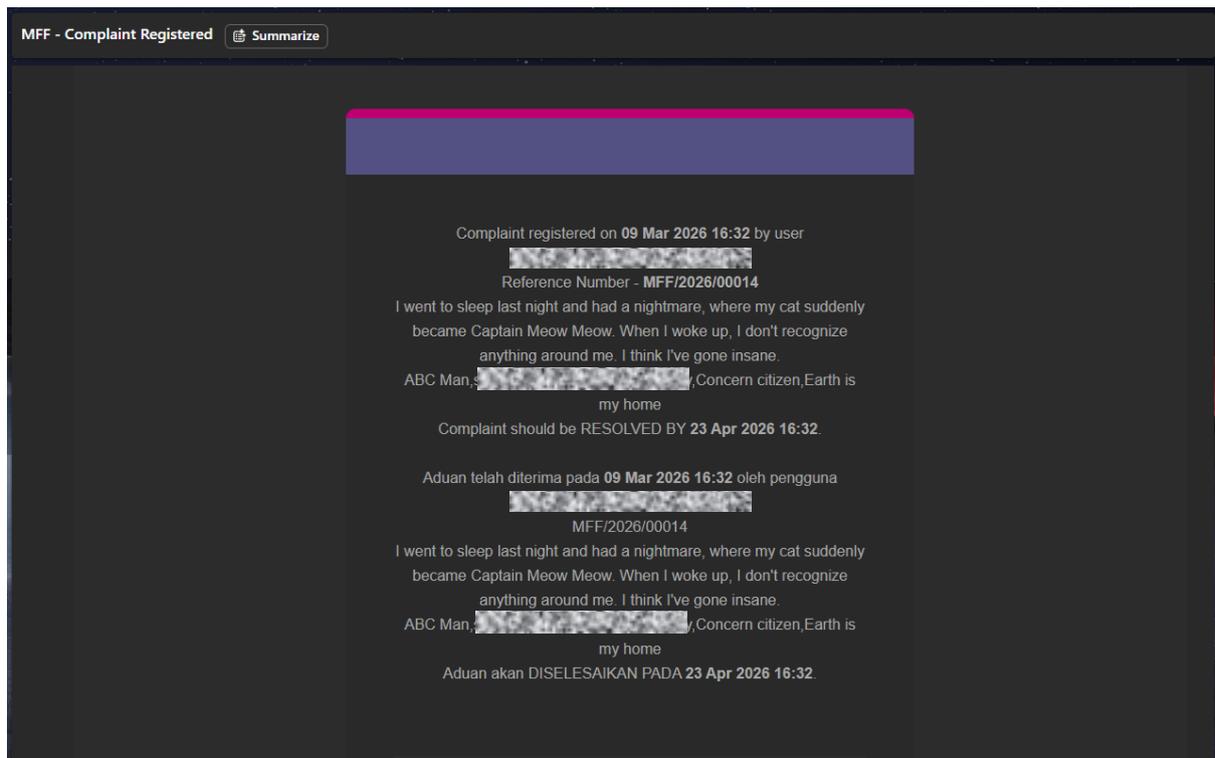
The footer of the page includes:

- MALAYSIA FOREST FUND REGISTRY** logo
- QUICK LINKS**: Home, Projects, Donors
- RESOURCES**: Register as Proponent, Register as Donor, Register as Verification Body
- RELATED LINKS**: Ministry of Natural Resources and Environmental Sustainability, REFID Plus Malaysia

7. Upon submission, a snackbar will appear to indicate it has been successfully delivered and a reference number will be assigned, which you may use to track its progress in future.



8. An email will be sent to acknowledge the submission.



9. To check the status of the complaint, you may enter both the registered email and the assigned ticket number.

How it works?

Make a Difference. Blow the Whistle.

Submit Your Concerns

By clicking the button above, you will be redirected to the whistleblowing form.

Check the Status of Your Complaint

Already submitted a complaint? Track its status using your email and ticket number.

Email Address
Enter the email used for submission

Ticket Number
Enter your ticket number

Check Status

Active

1. COMPLAINT DETAILS

Name*
ABC Man

Designation
Peasant

Organization
Concern citizen

Address
Earth is my home

Email*
[Redacted]

Phone*
999

2. COMPLAINTS DETAILS

Have you lodged a complaint about this issue before? If yes, kindly state the details.
Have you lodged this complaint with any other agency? If yes, kindly state details.

Complaint Details
I think I lost my memory and I can't tell who am I.

3. COMPLAINT SUMMARY

When has it happened?
Where has it happened?
Who was involved?
What happened? Please describe in detail

Summary*
I went to sleep last night and had a nightmare, where my cat suddenly became Captain Meow Meow. When I woke up, I don't recognize anything around me. I think I've gone insane.

Completed

1. COMPLAINT DETAILS

Name*
Spongebob

Designation
Krusty Krab's cook

Organization
Bikini Bottom

Address
124 Conch Street, Bikini Bottom, Pacific Ocean

Email*
[Redacted]

Phone*
15999

2. COMPLAINTS DETAILS

Have you lodged a complaint about this issue before? If yes, kindly state the details.
Have you lodged this complaint with any other agency? If yes, kindly state details.

Complaint Details
I broke my spatula. Can you help me buy a new one?

3. COMPLAINT SUMMARY

When has it happened?
Where has it happened?
Who was involved?
What happened? Please describe in detail

Summary*
While I was cooking a delicious Krabby Patty, suddenly my spatula snapped.