

Mekanisme Penanganan Pengaduan Masyarakat

oleh

Sudaryatmo (YLKI)

FGD 2 :

Mekanisme pengaduan masyarakat dalam
pengendalian pencemaran udara di Propinsi
DKI Jakarta

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Disparitas dalam penanganan pengaduan masyarakat :

- Siapa pengadu-nya ? ;
- Kepada siapa mengadu ? ;
- Dalam situasi apa mengadu ? ;

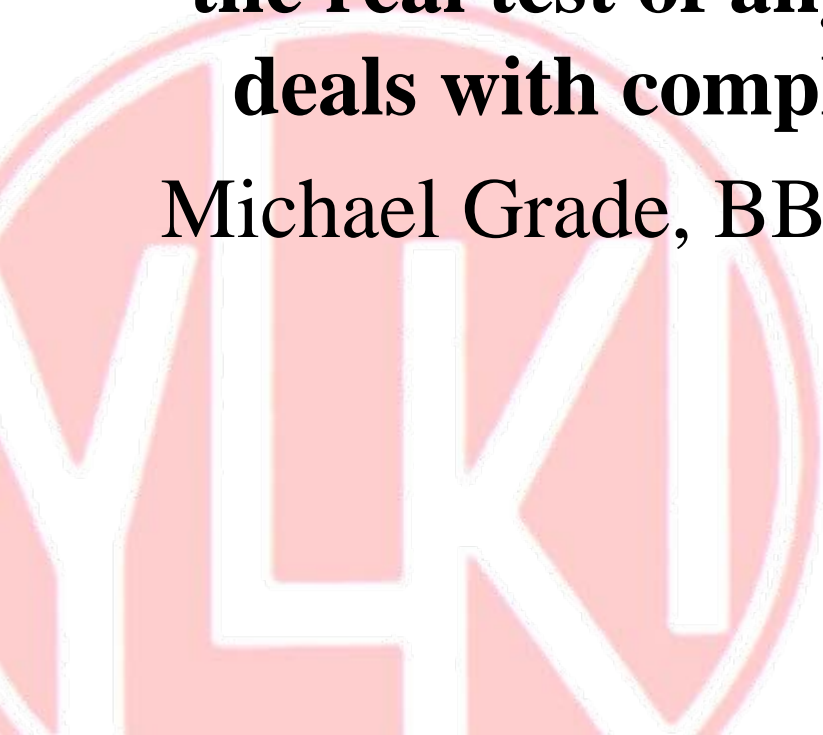
Key element dalam penanganan pengaduan masyarakat :

- *Vision top leader* terhadap arti pentingnya penanganan pengaduan masyarakat ;
- Keragaman *Access point* ;
- Kejelasan proses penanganan pengaduan masyarakat ;
- Mekanisme *feed back* kepada masyarakat yang melakukan pengaduan;

Your complaint is important to us

‘the real test of any organization is how it deals with complaints from the public’

Michael Grade, BBC Chairman



Code of practice

- How can I complaint to the BBC ?;
- I've made a compliant.. What happens next?;
- I'm not satisfied with the reply to my complaint ... what can do ?;
- I still think BBC has got it wrong ... what can I do ?;

Make a complaint

Phone :

Facsimile :

E-mail :

Address :

SMS :



Type of feedback

- Ask a question;
- Send a comment / tell you my views;
- Send praise / thank note;
- Make a suggestion;
- Report a technical fault;
- Make an official complaint;

The complaint process (1)

- What is the process ?;
- What is complaint ?;
- Who will reply to me and when ?;
- What if I have not had a reply?;
- What can I do if I don't like the reply?;

The complaint process (2)

- What will happen if I ask not to receive a reply?;
- Can I complaint to an out side body?;
- How does the BBC report on complaint?;

Ragam substansi pengaduan masyarakat :

- Masalah teknis / kasuistik → mediasi ;
- Masalah sistemik / struktural → aksi advokasi kebijakan ;