



SUHAKAM COMPLAINT SYSTEM INTEGRATED PUBLIC AGENCY COMPLAINT MONITORING SYSTEM (ISPAAM)

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Complaint Submission Options

- You may choose to register or simply click the "New Complaint" icon on the Home Screen to submit a complaint

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**HUMAN RIGHTS VIOLATED?
SUBMIT YOUR
COMPLAINT TO
SUHAKAM!**



Complaint Submission Guide

- Fields marked with an asterisk (*) are mandatory
- Check the confirmation box
- Click the Submit button
- A Feedback Ticket will be displayed; save or print the Ticket ID for status tracking

Steps to Check Feedback

- Please enter the Ticket ID and Identification Type, then click the provided button to display the Feedback Status.





SUHAKAM COMPLAINT SYSTEM

INTEGRATED PUBLIC AGENCY COMPLAINT MONITORING SYSTEM (ISPAAA)

FUNCTIONS AND ROLES OF SUHAKAM

- Under Section 4(1)(d) of Act 597, SUHAKAM is responsible for investigating complaints relating to human rights violations

SUHAKAM has the authority to:

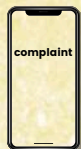
- Receive and investigate complaints from individuals or groups.
- Conduct public inquiries into matters of public interest.
- Provide recommendations to the authorities for improvement.

Who Can File a Complaint?

- Individuals, groups, or representatives, including citizens, non-citizens, refugees, children, and vulnerable communities



#HumanRights
#SUHAKAMComplaints
#ProtectYourRights



Examples of Complaints Received

1. Civil and Political Rights

- Detention without a fair trial
- Use of force by authorities
- Restrictions on freedom of expression/assembly
- Discrimination based on race, religion, or gender
- Threats against human rights defenders

2. Economic, Social & Cultural Rights

- Lack of access to education/healthcare
- Exploitation or unpaid wages
- Discrimination in employment opportunities
- Unequal access to housing
- Indigenous land rights issues without free, prior and informed consent



Choose a Complaint Channel



Email: aduan@suhakam.org.my



Website : suhakam.org.my



Phone : +603-2612 5635 / 5636



Mailing Address: 17th Floor,
Menara Aras Raya, Jalan Raja
Laut, Kuala Lumpur

