

Kementerian Pendidikan Malaysia  
Blok E8, Kompleks E,  
Pusat Pentadbiran Kerajaan Persekutuan  
62604 W.P.Putrajaya,  
Malaysia.

Jabatan Pendidikan Negeri Pulau Pinang,  
Jalan Bukit Gambir,  
11700 Pulau Pinang.



Ibu Pejabat Jabatan Bomba dan Penyelamat Malaysia  
Negeri Pulau Pinang  
Jalan Batu Kawan,  
14100 Simpang Ampat,  
Pulau Pinang



PRO

21 November 2024

Pindaken.  
Jh. 10/12

Dear Sir/Madam,

**Formal Complaint Regarding Unpaid Salary and Non-Compliance with Safety Regulations at MELODY, 43&45, Persiaran Besi, Island Park, 11600 Pulau Pinang.**

I am writing to formally address two significant concerns regarding my long-term employment with Melody, where I have worked for the past 20 years. Despite multiple reminders and my consistent efforts to resolve these matters internally, I feel compelled to bring these issues to your attention, as they affect both staff welfare and student safety.

**1. Outstanding Salary Payments**

During the final years of my employment, I did not receive my salary for several months, which remained unresolved until I ultimately resigned. I have repeatedly raised the issue with the kindergarten's management, yet no resolution has been reached. As an educator committed to my profession, I expected prompt and regular payment, and this delay has caused significant financial strain. I seek the Ministry's intervention to ensure that this matter is addressed and that I receive the salary owed to me.

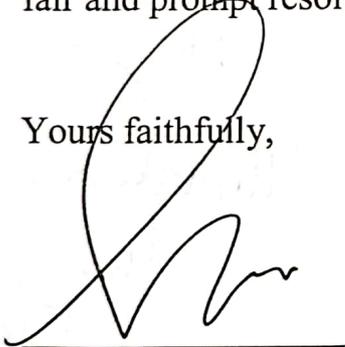
## 2. Non-Compliance with Safety and Operational Guidelines

Throughout my time with MELODY, I observed a troubling lack of adherence to BOMBA and Ministry of Education safety and operational standards. These guidelines are essential for the safety and wellbeing of children, staff, and visitors. However, despite these compliance issues, MELODY continues to open new branches, appearing to prioritize expansion over adherence to these critical standards. This situation raises serious concerns about the kindergarten's commitment to safety and quality.

In light of these concerns, I respectfully request the Ministry's support in investigating these matters. I hope for a resolution regarding my unpaid salary and for appropriate measures to ensure that MELODY complies with all required safety and operational guidelines before continuing any further expansion. Enclose herewith photos for your reference.

Thank you for your attention to these issues, and I hope for your support in bringing about a fair and prompt resolution.

Yours faithfully,



SAW CHOON YEN

Photo 1



Photo 2

