

Grievance Procedure

Purpose

The grievance procedure allows individuals, employees, communities, civil society organizations and other organizations who are negatively affected by any actions, operations, rules, or policies of our business activities, to report and explain grievances, or issues of concern. The company will attempt to resolve the grievance in a manner, which is acceptable to the complainant and the company. A person should not fear negative consequences, threats, or retaliation for using the complaint mechanism.

The Grievance Committee

The grievance committee comprises at least one member/worker representative. The committee is responsible for establishing the mechanism, and for investigating, resolving, and documenting complaints received. Members of the Grievance Committee must deal responsibly with sensitive and serious issues. Selected committee members are advised to read the Rainforest Alliance Guidance E about the Grievance Mechanism ([Guidance E: Grievance Mechanism | Rainforest Alliance \(rainforest-alliance.org\)](https://rainforest-alliance.org/guidance/grievance-mechanism)) and the Guidance S: Remediation Protocol ([Guidance S: Remediation Protocol | Rainforest Alliance \(rainforest-alliance.org\)](https://rainforest-alliance.org/guidance/remediation-protocol)). The grievance committee is responsible for informing workers, management, the community, etc. about the grievance mechanism, how it works, who is responsible, and how it can be used.

Steps of the grievance procedure

1. Submission of the complaint

The complaint can be submitted by e-mail or anonymously using the form on our website or by telephone.

The grievance form contains the following elements:

- Name (optional), organization (optional) and contact details
- Description of the grievance (involved parties, issue, location etc.)
- Supporting evidence (optional)
- Description of steps already taken to resolve the grievance at an informal or direct level

2. Confirmation

Receipt of the complaint is confirmed by a neutral receiver. The confidential treatment of the matter is promised within 24h. The confirmation message should explain how to proceed, what steps will be taken and when to expect them.

3. Remediation

The complaint is forwarded to the grievance committee. The grievance committee organizes a meeting to review the complaint and creates a confidential file on the complaint. The meeting should be documented. The committee informs the complainant within 1-2 days whether the complaint is admissible, about the contact details of the responsible committee member, when the committee will meet, when the outcome is presumably communicated, that the complainant can bring people to support them in any meetings.

The committee will investigate what happened, who was responsible, the root causes, whether it is a systemic problem, was there any effort to solve this problem in other ways that did not work. If all complaints are investigated, and the results are communicated to the complainants and the relevant affected parties within 4 weeks of receipt of a complaint. The committee will then consider appropriate steps to address the complaint and prepares a remediation plan. This plan contains the concrete steps and a timeline to provide remedy and how to prevent the grievance from being repeated.

The correction process should take no longer than 12 weeks, and in particularly difficult cases, up to 52 weeks may elapse before appropriate remedial action is taken. The complaint should be kept informed about the progress during the whole process.

4. Implementation and monitoring

Timeline and progress should be monitored and documented. Each action that has been completed should be documented.

Issues that remain unresolved through the above processes can be submitted to the [Rainforest Alliance Grievance System](#).