

Reef Credit Scheme

Reef Credit Dispute Resolution Procedure

Version 1



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Version Control

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Version Number	Author	Change	Date	Date Approved
1.0	Secretariat	Minor review	TBA	TBA

DRAFT

Purpose

The purpose of this document is to describe the procedure to follow when managing a Stakeholder dispute, regarding a decision that has been made by the Secretariat in relation to the Reef Credit Scheme.

Application and audience

This procedure is for use by Project Proponents, buyers, Eco-Markets Australia, the Secretariat, Technical Advisory Committee and Board, Verifiers and any other relevant party. The purpose of this procedure is to provide a process for the review of decisions made by the Secretariat. This document will be updated from time to time by the Secretariat.

Procedure

Any Stakeholder may submit a dispute to the Chief Executive Officer of Eco-Markets Australia seeking a review of a decision by the Secretariat at any time.

Eco-Markets Australia maintains a Dispute Resolution Log, which records the date a dispute was received and details of the dispute. The Chief Executive Officer commits to responding to all disputes in a timely manner in accordance with this procedure.

Lodging a dispute

Stakeholders seeking to lodge a dispute should following the steps outlined below:

1. Prepare a written description of the dispute that includes the following information:
 - a. Name of the individual or entity lodging the dispute (the complainant) and contact details
 - b. Nature of the dispute and outcome sought
 - c. Declaration of any conflict of interest in submitting the dispute
2. The dispute should be addressed to the Chief Executive Officer and emailed to ceo@eco-markets.org.au. An email response will be sent from the Chief Executive Officer acknowledging receipt of the dispute.
3. The Chief Executive Officer will review the dispute (with input from the Secretariat and support from the Technical Advisory Committee, where required) and determine any appropriate action. The Chief Executive Officer will provide a written response of the dispute review outcome the complainant. All information provided by the complainant will be kept confidential.

Appeal process

Where a dispute is not resolved to the satisfaction of the complainant, a complainant may then appeal to the Eco-Markets Australia Board (the Board). The process described above in relation to documenting a dispute should be followed for an appeal, as well as providing details of any concerns related to the review of the original dispute by the Chief Executive Officer.

This information should be emailed to chair@eco-markets.org.au. An email response will be provided from the Board acknowledging receipt of the appeal. The Chair will co-ordinate a review of the appeal by the Board and may seek external advice or expertise as required. At the end of this process a written response will be provided to the complainant. The Board's decision on the matter is final.