

Reef Credit Scheme

# Reef Credit Stakeholder Grievance Procedure

Version 1



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# Version Control

## Reef Credit Stakeholder Grievance Procedure Version 1

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

DRAFT

# Purpose

The purpose of this document is to describe the procedure to follow when lodging a Stakeholder grievance.

## 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 to review and respond to grievances by Stakeholders. This document will be updated from time to time by the Secretariat.

## Procedure

Any Stakeholder may lodge a Stakeholder grievance (the complaint) to the Secretariat at any time.

The Secretariat maintains a Stakeholder Grievance Log, which records the date a complaint was received and the details of the complaint. The Secretariat commits to responding to all complaints in a timely manner in accordance with this procedure.

Where a complaint concerns a Project Proponent or a service delivery partner(s), an attempt to resolve the issue should first be made directly between the parties involved, before lodging a complaint with the Secretariat. Where the complaint is not resolved in a timely manner and/ or to the satisfaction of the Stakeholder (the complainant), the complainant may then submit a Stakeholder grievance to the Secretariat.

### Lodging a complaint

A complainant seeking to make a complaint should follow the steps outlined below:

1. Prepare a written description of the complaint that includes the following information:
  - a. Name and contact details of the complainant
  - b. Name of the individual or entity that the complaint relates to
  - c. Nature of the complaint and the resolution sought
  - d. Declaration of any conflict of interest in submitting the complaint.

The complaint should be addressed to the Secretariat and emailed to [secretariat@eco-markets.org.au](mailto:secretariat@eco-markets.org.au). An email response will be sent from the Secretariat acknowledging receipt of the complaint.

The Secretariat will review the complaint (with support from the Technical Advisory Committee, where required) and determine any appropriate action.

The Secretariat will provide a written response of the review outcome to the complainant. All information provided by the complainant will be kept confidential by the Secretariat.

### Appeal process

Where a complaint 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 complaint should be followed for an appeal, as well as providing details of any concerns related to the review of the original complaint by the Secretariat. This information should be emailed to [chair@eco-markets.org.au](mailto: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 external experts as required. At the end of this process a written response will be communicated to the complainant. The Board's decision on the matter is final.