

Reef Credit Stakeholder Grievance Procedure



ecomarkets
AUSTRALIA

Version Control

Reef Credit Stakeholder Grievance Procedure Version 1

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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. Its purpose is to provide a process for reviewing and responding to stakeholders' grievances. This document will be updated periodically 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 stakeholder 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. 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 by the Secretariat 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 ceo@eco-markets.org.au who will coordinate the appeal with the Board and an email response will be provided acknowledging receipt of the appeal.

The Chief Executive Officer 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 communicated to the complainant. The Board's decision on the matter is final.