

Dispute Resolution Procedures

v1.0



eco
markets
AUSTRALIA



reef
credit
scheme

Purpose

The purpose of this document is to describe in detail the procedure to follow when managing disputes from stakeholders of the Reef Credit Scheme.

Application and audience

This procedure is for use by Project Proponents, Buyers, the Reef Credit Secretariat (Secretariat), Technical Advisory Committee (TAC) and Board, Verifiers and any other parties involved in the Reef Credit Scheme. This document will be updated from time to time by the Secretariat.

Procedure

All stakeholders may submit enquiries to the Reef Credit Secretariat at any time. All expenses, internal and external, that may be incurred by the Secretariat in handling stakeholder grievances shall be paid by the party filing the grievance. Prior to initiation of the handling process, the Secretariat will inform the party filing the grievance of its estimated handling cost.

The Reef Credit Secretariat maintains the dispute resolution process to log, review and address disputes in a timely and transparent manner. The Dispute Resolution Procedures relate to any decisions made by the Secretariate that a stakeholder believes was incorrectly made.

Stakeholders are provided with the following dispute resolution procedure:

1. The dispute should include the following information:
 - a. Name of the complainant
 - b. Name of the organisation
 - c. Contact information for the complainant
 - d. Details of the dispute
 - e. Declaration of any conflict of interest in submitting the dispute
2. The dispute should be addressed to the Reef Credit Secretariat and emailed to secretariat@eco-markets.org.au. An email response will be sent from the Secretariat acknowledging receipt of the dispute.
3. The Secretariat will analyse the dispute (with support from the TAC as required) and determine any appropriate action required.
4. The Secretariat will prepare a written response and provide this to the complainant.
5. All information submitted by the complainant will be kept confidential by the Secretariat.

Where a dispute has not been resolved to the satisfaction of the complainant, complainants can appeal to the Board. The same process should be followed and addressed to the Eco-Markets Australia Board and emailed to chair@eco-markets.org.au. An email response will be provided from the Board acknowledging receipt of the appeal.

The Board will analysis the appeal involving external experts as required and prepare a written response to the appellant. The Eco-Markets Australia Board's decision is final and binding.