



SRP Organizational Grievance Policy and Dispute Resolution Procedure

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About the Sustainable Rice Platform (SRP)

The Sustainable Rice Platform e.V. (SRP) is a global multi-stakeholder alliance comprising over 100 institutional members from public, private, research, civil society and the financial sector. Co-convened by the International Rice Research Institute (IRRI), the United Nations Environment Programme (UNEP) and private sector partners. SRP works with its members and partners to transform the global rice sector by improving smallholder livelihoods, reducing the social, environmental and climate footprint of rice production, and by offering the global rice market an assured supply of sustainably produced rice.

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Terms and definitions

| Term | Definition |
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| Ad hoc Ombudsperson | An SRP participant who is assigned tasks relevant to the processing, handling, and investigation of grievances and disputes pursuant to this Policy. Ad hoc Ombudspersons are enlisted to assist with internal processes based on their expertise and specialized training. The role of ad hoc Ombudspersons is further detailed in the Board Manual. |
| Appeal | Recourse available to any individual or entity seeking re-evaluation of the outcome of a grievance decision. |
| Appellant | Individual or entity who makes an appeal or lodges a complaint, seeking review or reconsideration of an SRP decision. |
| Complainant | An SRP participant or stakeholder who submits a formal grievance. |
| Dispute | A disagreement between two or more participants or stakeholders. |
| Grievance | A formal statement of a complaint as related to SRP work-related activities and business. Grievances may involve participants, processes, procedures, or the decisions made by organs and other units of SRP. |
| Grievance Officer | An SRP participant responsible for processing and working to resolve a grievance after submission of a Grievance Reporting Form. |
| Participants | Individuals affiliated with SRP and to whom the Policy applies. Participants are Members' designated representatives, Board members, Technical Committee members, staff, consultants, and service providers. |
| Resource person | An SRP participant who receives a concern from a fellow participant or from stakeholders as described in the Procedure. |
| Respondent | An SRP participant or stakeholder(s) who is the subject of a formal grievance. |
| Stakeholders | Individuals or groups with a vested interest or concern in an SRP program, project, or issue. They may be directly or indirectly affected by the actions, decisions, or outcomes related to SRP activities. |

SRP Grievance Policy and Approach

Effectively addressing grievances and resolving disputes through a timely, fair and transparent process is a prerequisite to high-functioning organizations and fosters a productive workplace culture. SRP commits to impartial, consistent and diligent processes for receiving and responding to comments, complaints, grievances and appeals.

Proper and efficient handling of grievances and disputes builds trust, improves organizational performance and enhances institutional integrity and legitimacy. Effective grievance procedures are an important tool to mitigate financial, operational and legal risks.

For these reasons SRP strives to ensure that grievances and disputes are addressed with care, respect, fairness, and due diligence.

In accordance with the United Nations Guiding Principles on Business and Human Rights (UNGPs), we are committed to ensuring the effectiveness of our grievance policy and procedure. To this end, the SRP grievance mechanism adheres to key UNGP criteria:

1. **Accessibility.** Ensure easy access for all stakeholders, including SRP's participants, affected individuals and communities. Provide clear channels for reporting grievances that are sensitive to diverse needs and circumstances.
2. **Predictability.** Maintain clear and well-defined procedures for lodging grievances. Ensure stakeholders understand the process and have confidence in its fairness and consistency.
3. **Equitability.** Ensure fair treatment for all parties involved in the grievance process, regardless of status or position.
4. **Transparency.** Provide information about the mechanism's procedures, decisions, and outcomes. Foster trust and accountability through open communication and disclosure of information.
5. **Rights-Compatible.** Align with internationally recognized human rights standards and principles. Uphold the fundamental rights and dignity of all individuals affected by our activities.
6. **Legitimacy.** Ensure the mechanism is perceived as credible and trustworthy by stakeholders. Foster confidence in its ability to effectively address grievances and provide appropriate remedies.
7. **Accountability.** Hold relevant actors accountable for addressing grievances and remedying any adverse impacts resulting from our business activities. Learn from past grievances and continuously improve processes to prevent future harm.

SRP's Grievance Policy and Procedure are guided by the UNGP's effectiveness criteria, reflecting our commitment to promoting accountability, fairness, and respect for human rights in all aspects of SRP's operations.

This document incorporates two grievance and dispute resolution procedures approved by the SRP Board:

- A. **SRP Organizational Grievance Procedure:** this mechanism facilitates the raising and resolution of grievances and disputes within the Sustainable Rice Platform (SRP).

- B. **SRP Assurance Grievance Procedure:** this mechanism is designed to ensure timely and effective resolution of grievances, appeals and comments submitted by SRP stakeholders specifically relating to operations and decisions related to the SRP Standard and Assurance, including verification audit decisions.

A. SRP ORGANIZATIONAL GRIEVANCE PROCEDURE

1. Purpose and scope

The **Organizational Grievance Policy and Procedure** provides a straightforward mechanism for raising and resolving grievances and disputes within the Sustainable Rice Platform (SRP). It also serves to encourage and support informal resolution as a first resort.

This policy addresses internal, business-related grievances and disputes between two or more individuals affiliated with any of the following SRP groups: Members' designated representatives, Board members, Technical Committee members, staff, consultants, and service providers, collectively referred to as 'SRP participants'.

Note: This Policy does not apply to grievances related to the SRP Standards, Assurance Scheme or Conformity Assessment Bodies (CABs), which are covered separately within the scope of processes established in the **Assurance Grievance Procedure** (Section B of this document).

2. Principles

- **Open-door policy.** When possible, participants shall work to resolve concerns informally by first raising them with their supervisor, Committee Chair, Board Chair, Executive Director or other appropriate person. The intention of the open-door policy is to provide space to discuss issues in a fair and non-judgmental environment with the aim of informal resolution.
- **Procedural fairness.** Individuals involved in the Grievance Procedure—including informal discussions taking place under the 'Open door policy', the processing of submissions, and hearing or deciding on grievances, disputes, or appeals—shall carry out their duties in a clear, credible, and well-communicated manner.
- **Sensitivity and confidentiality.** Grievances may involve sensitive information or topics. It is incumbent on individuals involved in the Grievance Procedure to exercise care and discretion when working with affected parties. All concerns and grievances shall always be treated as confidential to the extent possible, while still addressing the grievance and/or resolving a dispute.
- **Conflict of interest declaration.** Individuals involved in the Grievance Procedure shall declare any actual or perceived conflict of interest, and as a necessary and resulting action, recuse themselves from their role in the process.
- **Non-retaliation.** SRP does not tolerate unfair treatment or retaliation against complainants. Any person who believes they have suffered from or witnessed such treatment should contact the Executive Director, Board Chair or other Board member as appropriate. SRP shall impose disciplinary measures against the offending individual as required.

3. Grievance procedure

This Procedure establishes an expectation that complainants will first pursue avenues for informal resolution. However, if justified by the nature or gravity of the concern, formal resolution may be directly pursued.

| Informal Resolution | |
|---------------------|--|
| Step | Action |
| 1. | Any participant with a concern requiring resolution shall contact their supervisor, reporting contact, Committee Chair, or Board Chair in the first instance. If none is applicable or appropriate, the participant may contact the Managing Director. Note: Any individual receiving a concern in these capacities is referred to as a 'resource person' in this Procedure. |
| 2. | Under the Open-door policy, the individual raising the concern and the resource person shall work together with the aim of resolving the concern informally. |
| 2.1. | The resource person shall apply the Principles articulated in this Policy. |
| 2.2. | The resource person shall meet with the individual virtually or in person to better understand the scope and nature of the concern. |
| 2.3. | The resource person and individual shall agree in good faith on informal steps for resolving the concern and work through those steps to reach a conclusion. Such steps may include but not necessarily be limited to: <ul style="list-style-type: none"> a. Discussion on how to observe the principles in this Policy b. Evaluation of a rule, policy, or procedure c. Reconsideration of a prior decision d. Facilitated discussion between disputants e. Conversation about ways of working or interpersonal dynamics f. Resetting of professional expectations. |
| 3. | The resource person shall inform the individual that they may pursue formal resolution if they find the outcome unsatisfactory or in abridgement of this Policy's principles. |

Note: Participants who pursue formal resolution may withdraw their grievances at any point in time, at their sole discretion. Participants who appeal grievance decisions may withdraw their appeals at any point in time, at their sole discretion.

| Formal Resolution | | | | | | | |
|---|--|----------------------------|---------|---|--|---|---|
| Submission and processing of grievance | | | | | | | |
| Step | Action | | | | | | |
| 4. | <p>To pursue formal resolution, the participant (henceforth 'Complainant') shall submit a Grievance Reporting Form to the appropriate contact below. If Complainant cannot address the grievance through any other available means or if those means are not suitable for the situation, the Complainant may submit a Grievance Reporting Form to the SRP Managing Director (natjaree.sovajatsatakul@sustainablerice.org).</p> <table border="1"> <thead> <tr> <th>If the complainant is a...</th> <th>Contact</th> </tr> </thead> <tbody> <tr> <td>Staff member, consultant, or service provider</td> <td>Executive Director wyn.ellis@sustainablerice.org</td> </tr> <tr> <td>Member's designated representative, Board member, Technical Committee member, or Executive Director</td> <td>Board Chair chair@sustainablerice.org</td> </tr> </tbody> </table> | If the complainant is a... | Contact | Staff member, consultant, or service provider | Executive Director wyn.ellis@sustainablerice.org | Member's designated representative, Board member, Technical Committee member, or Executive Director | Board Chair chair@sustainablerice.org |
| If the complainant is a... | Contact | | | | | | |
| Staff member, consultant, or service provider | Executive Director wyn.ellis@sustainablerice.org | | | | | | |
| Member's designated representative, Board member, Technical Committee member, or Executive Director | Board Chair chair@sustainablerice.org | | | | | | |
| 5. | <p>After notifying the Complainant, the Executive Director or Board Chair may delegate responsibility for handling the grievance to an ad hoc Ombudsperson. The Managing Director may also enlist an ad hoc Ombudsperson with the approval of the Executive Director.</p> <p>Note: The individual responsible for handling a grievance henceforth is referred to as a 'Grievance Officer'.</p> | | | | | | |
| 6. | <p>Within 5 business days of submission of a Grievance Reporting Form, the Grievance Officer shall acknowledge receipt and respond to the complainant. The response shall articulate one of the following:</p> <ol style="list-style-type: none"> The submission is complete and can proceed The submission is incomplete, and the complainant must submit more information in order for the grievance to be further considered The submission would be better served through an alternative channel. If applicable, the grievance officer shall liaise with the Board's Whistleblowing or Safeguarding Liaison. | | | | | | |
| 7. | <p>If applicable, the Grievance Officer shall notify any SRP participant who is a subject of the grievance (henceforth 'Respondent') that a grievance has been submitted against or involving them, the general nature of the grievance, and that relevant information gathering, and investigation will take place pursuant to this Policy.</p> | | | | | | |

| Information gathering and consideration of the grievance | |
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| 8. | Within 5 business days of acknowledging a complete submission, the Grievance Officer shall meet with the complainant to discuss the grievance. |
| 8.1. | The meeting shall cover the following: <ul style="list-style-type: none"> a. Any preliminary questions for the complainant b. Any preliminary questions for the Grievance Officer c. Confidentiality and non-retaliation d. Process and timeline for resolving the grievance, including any proposals for mediation between the complainant and the respondent(s). |
| 9. | The Grievance Officer shall meet with any respondent(s), applying the guidance in step 8.1, within 5 business days of having met with the complainant. |
| 10. | If the grievance involves a procedure, process, or decision, the Grievance Officer may meet with any participant(s) relevant to, or responsible for, the procedure, process, or decision. |
| 11. | If appropriate and helpful for the purpose of resolving a dispute—and agreed to by the complainant and respondent(s)—the Grievance Officer may facilitate a meeting with the specific aim of resolving the dispute to the satisfaction of all parties. |
| Decision | |
| 12. | In consideration of the grievance submission, supporting documentation, information gathered during step 8–11, and this Policy's Principles , the Grievance Officer shall render a decision and communicate that decision and its justification, in writing, to all affected parties. However, if the Grievance Officer had been enlisted by the Executive Director, Board Chair, or Managing Director, the officer shall recommend action to the appropriate focal point for decision. |
| 13. | The Grievance Officer shall ensure all documentation used to render the decision is retained and stored in a secure folder. |
| Appeal of the decision | |
| 14. | Any affected party to a grievance decision shall have the right to appeal the decision. |
| 15. | Within 10 business days of the decision, an affected party (henceforth 'Appellant') may appeal the decision by submitting a written statement to the Board Chair, including the following information: <ul style="list-style-type: none"> a. Reason(s) for appealing the decision b. Supporting documentation, if applicable |

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| | c. Preferred contact details and method of contact during the process. |
| 16. | Within 5 business days of receiving an appeal, the Chair shall acknowledge receipt and communicate the process and timeline for rendering a final decision to all affected parties. |
| Consideration of the decision | |
| 17. | The Chair shall appoint an ad hoc Appeals Panel comprising three persons to hear and decide on the appeal. The Chair may self-appoint if they did not issue the grievance decision in Step 12. |
| 18. | The ad hoc Appeal Panel shall be granted temporary access to the secure folder (Step 13) and the appellant's written statement and supporting documentation (Step 15). |
| 19. | Depending on the nature and scope of the grievance and appeal, the ad hoc Appeals Panel may collect additional information, e.g. through meetings with the affected parties. The Panel may also enlist an ad hoc Ombudsperson to assist in its work, including mediation or dispute resolution, resources permitting. |
| Final decision | |
| 20. | Within 10 business days of convening, the ad hoc Appeals Panel shall render a final decision. This decision shall uphold the Principles of this Policy, and it shall be rendered in fair consideration of all prevailing information. The final decision shall be communicated by a Panel member to all affected parties. |

B. SRP ASSURANCE GRIEVANCE PROCEDURE

1. Purpose and Scope

This document describes the process to be followed to ensure timely and effective resolution of complaints, grievances and appeals submitted by SRP stakeholders related specifically to SRP standard and assurance activities:

- SRP standards (including development and revision process)
- SRP Assurance Scheme (including development and revision process)
- The performance of Conformity Assessment Bodies (CAB) including audit decisions.

In addition to accepting and resolving complaints and grievances relating to the above activities, this mechanism is also intended as a channel for stakeholder feedback, particularly from farmer communities, in order to learn, improve and manage unexpected outcomes.

Grievances should be addressed at the most direct level possible. Only where local mechanisms are absent or fail to resolve a grievance appropriately, should the grievance be escalated to the next level. For example, a worker with concerns over a labor practice on a verified farm shall first utilize the farm's own grievance mechanism. A stakeholder who has concerns about a CAB, shall first contact the CAB directly to try and solve the matter using the CAB's own complaint and appeal procedure. If these avenues have been exhausted and the concern still cannot be resolved, the complainant may file a grievance through the SRP Grievance Policy and Dispute Resolution Procedure. In certain cases where reporting the grievance at the most direct level might endanger the complainant's safety, s/he may opt to use the SRP Grievance Policy and Dispute Resolution Procedure prescribed in this document without first approaching the subject directly.

2. Principles

In line with the United Nations Guiding Principles on Business and Human Rights (UNGP), SRP is guided by key UNGP principles to ensure an effective and rights-based approach to resolving grievances:

1. **Fairness.** A person or organization being the subject of a grievance, must be given adequate notice that a grievance has been received and has the right to provide information in response. The Grievance Officer managing a grievance case or approving a decision should declare any personal interest they may have in the proceedings. They shall manage the process and review information in a fair and unbiased way and is required to act in good faith throughout to reach resolution.

2. **Transparency.** SRP is committed to maintaining transparency throughout the grievance procedure. All written communications and conversations, including the date, time and a summary of issues discussed will be recorded. Throughout the process, SRP will keep all stakeholders informed of the progress. However, to ensure confidentiality, clear guidelines will be established regarding the distinction between internal and external reports. The Grievance Officer will oversee this process and be responsible for preparing both internal and external reports on the conduct and outcome of the procedure. It will be determined collaboratively, with input from relevant stakeholders, what information is included in the external report, while maintaining confidentiality of sensitive information. Parties involved are requested to refrain from making public comments or discussing the grievance with colleagues until an official decision has been announced, and all parties have been informed accordingly.
3. **Confidentiality.** SRP will not share the following information on the grievance process with persons who are not direct parties to the complaint: (i) Identity of the parties involved in the grievance, (ii) Details of the grievance, or (iii) Measures taken to resolve the grievance. SRP may however share this information if legally obliged or if an involved party makes a public statement regarding such a complaint. SRP reserves the right to share information from grievance and appeals processes in an anonymized form, within SRP or for external reporting to support continuous improvement of the assurance system.
4. **Right to anonymity.** SRP will accept both anonymous grievances and grievances in which the complainant identifies him/herself. However, anonymous submission can hamper the SRP's ability to arrive at a full understanding and resolution of the grievance, so complainants are encouraged to disclose their identity to SRP, on the understanding that their confidentiality will be respected to avoid any perceived risk of retaliation.
5. **Right to pursue remedial action.** Submitting a grievance through the SRP Grievance Policy and Dispute Resolution Procedure does not affect the right of the complainant to pursue other forms of remedial action, if necessary, once the grievance process has been concluded.
6. **Protection from retaliation.** Any person or organization who is party to a grievance procedure must refrain from any form of retaliation against other concerned parties. SRP reserves all rights to sanction any participant in the grievance procedure if they are found to have engaged in retaliatory action. This means that SRP may suspend the verification, or sanction any CAB found to have retaliated against another party as a result of a grievance process. Submitters may provide information to SRP on any concerns about retaliation and how to mitigate such concerns.

7. **Good faith.** By submitting a grievance, the submitter accepts the provisions of this grievance procedure. All parties involved in a grievance procedure are required to engage in the process in good faith and with a genuine desire to seek resolution. SRP commits to engage in good faith in the resolution of any grievance and to take any necessary corrective action to resolve grievances against the SRP directly.

3. Procedures

3.1. Grievance procedure

| Grievance Procedure | |
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| Submission and processing of grievances | |
| Step | Action |
| 1. | <p>A grievance may be submitted via email to grievance@sustainablerice.org. Alternatively, grievances may be submitted through written correspondence delivered in person or via postal mail to the SRP Secretariat office:</p> <p>Address: AIA Sathorn Tower ,14Fl., Unit 1405 11 1 S Sathon Rd, Sathon, Bangkok 10120, Thailand Phoneline: +66 211 610 55</p> |
| 2. | <p>Submission of a grievance must include at least the following information:</p> <ol style="list-style-type: none"> a. Name and contact details (unless the grievance is submitted anonymously) b. Concise description of the grievance c. Supporting evidence (submission of the evidence as part of the grievance is optional but strongly recommended) d. Description of steps already taken to resolve the grievance at an informal or direct level. |
| 3. | <p>The grievance will be assessed if it is eligible to be addressed through the SRP Grievance Policy and Dispute Resolution Procedure. A grievance is considered eligible if:</p> <ol style="list-style-type: none"> a. it is within the defined scope as set out in Section 1: Purpose and scope earlier in this document; b. a solution at an informal or lower level has been sought through the appropriate channel as set out in Section 2: Principles in the previous section of this document; c. the grievance has been submitted including the correct information as set out in Step 1 above. |

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| | <p>Note: A grievance against a decision made by the SRP is considered an appeal and will be dealt through an appeal procedure as described on the next sub-section, Appeal procedure.</p> |
| 4. | <p>SRP aims to promptly notify the 'Complainant' within 10 working days upon receiving the grievance to confirm its eligibility. If the grievance is found eligible, SRP will assign a 'Grievance Officer' to handle the case following this procedure.</p> <p>The appointed Grievance Officer possesses relevant expertise and maintains impartiality and independence from any conflicts of interest involving the grievance and its parties.</p> |
| <p>Information gathering and investigation of the grievance</p> | |
| 5. | <p>After conducting the necessary investigation, the Grievance Officer will inform the Complainant of the outcome and any proposed actions within a reasonable timeframe, typically through written correspondence or a scheduled meeting to discuss the findings and resolution steps. This process ensures transparency and accountability while addressing grievances effectively.</p> <p>If justified by the complexity of the case, SRP may appoint a committee of up to three persons, including the Grievance Officer, to handle the grievance.</p> |
| 6. | <p>Within 10 working days after informing the Complainant that the grievance is found eligible, SRP will:</p> <ol style="list-style-type: none"> a. inform the Complainant in writing of the name and contact details of the grievance officer and the process for handling the grievance; b. notify the Respondent in writing that a grievance has been received. Such notification should specify the nature of the grievance and the name of the Grievance Officer assigned to the case; c. invite the Respondent to send in a written reaction and supporting evidence within 10 working days. SRP may decide to extend the 10-day period for submitting a reaction and supporting evidence at the request of the Respondent if a valid reason given. |
| 7. | <p>After receiving any evidence from the Respondent, the Grievance Officer may request additional information from either party to obtain a comprehensive understanding of the situation. Any party asked to provide further information will have 10 days from receiving the request to submit it to the Grievance Officer.</p> |
| <p>Decision</p> | |
| 8. | <p>Within 60 days of receiving the grievance or complaint, the Grievance Officer will notify the parties and propose a resolution. If an informal resolution is possible, the Grievance Officer will contact both parties to attempt a mutual agreement. If not, SRP will decide based on the Grievance Officer's</p> |

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| | recommendation and inform both parties via email or written correspondence. This communication will include the decision, justification and any required follow-up actions. |
| 9. | SRP may extend this period in complex cases and will inform the parties in writing of any such extension. Throughout the process, transparency and clear communication are essential to ensure all parties are informed and have the opportunity to participate fully. |
| 10. | Either party may appeal the decision made by SRP on a grievance, or any other decision by SRP, by submitting an appeal within 30 days after notification of the decision. |
| Grievance relates to CAB's performances | |
| 11. | Grievances related to CAB performance could come from various stakeholders. The registration, documentation, and process follow the steps outlined from 1 to 10 above. However, this may affect the oversight program, and an integrity audit might be necessary. |
| 12. | SRP will conduct an initial assessment to determine the validity and severity of the grievance. If the grievance is deemed valid, initiate an internal review process to investigate the CAB's performance issue. |
| 13. | If the internal review reveals potential serious violations by the CAB, initiate additional action through the oversight program of SRP. Conduct an integrity audit, which may include witness audit or compliance audit, to verify the CAB's adherence to mandatory procedure. |
| 14. | If the integrity audit reveals non-compliance, work with the CAB to develop and implement corrective measures to address the identified issues. SRP may request reimbursement of all related integrity audit costs incurred by the CAB. |
| 15. | SRP reserves the right to request suspension or cancellation of verification, or withdrawal of the CAB's SRP license, in the event of serious violations. |
| 16. | SRP will maintain transparency regarding approved CABs and handle public comments and complaints directly according to SRP's Grievance and Dispute Resolution Policy by address any concerns or feedback from stakeholders regarding the CAB's performance and the resolution of the grievance. |

3.2. Appeal procedure

| Appeal Procedure | |
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| Submission and processing of grievance | |
| Step | Action |
| 1. | <p>An appeal is a complaint against a decision made by SRP. The appeals can be submitted via email to grievance@sustainablerice.org. Alternatively, individuals may submit their grievance via written correspondence delivered in person or via postal mail to the SRP Secretariat office:</p> <p>Address: AIA Sathorn Tower ,14FL., Unit 1405 11 1 S Sathon Rd, Sathon, Bangkok 10120, Thailand Phoneline: +66 211 610 55</p> |
| 2. | <p>An appeal must include at least the following information:</p> <ol style="list-style-type: none"> Name and contact details of the appellant The decision to be appealed against Grounds for the appeal supporting evidence (submission of the evidence as part of the appeal is optional but strongly recommended) |
| 3. | <p>The appeal is deemed eligible if it is within the defined scope of the appeal and if the appeal has been submitted correctly.</p> |
| 4. | <p>SRP shall promptly notify the appellant within 10 working days upon receiving the appeal to confirm its eligibility. If the appeal is found eligible, SRP will assign an Appeals panel to handle the appeal following this procedure.</p> <p>The Appeals panel shall comprise three persons possessing relevant expertise. Throughout their review all panel members shall maintain impartiality and independence from any conflicts of interest, whether actual, potential or perceived.</p> <p>Individuals assigned to handle the case in the first instance may not be part of the appeal panel. SRP may appoint one or more external parties to take part in the appeal panel if deemed useful in terms of offering additional perspective or relevant expertise.</p> |
| 5. | <p>Within 10 working days after informing the appellant that the appeal is accepted, SRP will:</p> <ol style="list-style-type: none"> inform appellant in writing of the name and contact details of the Appeals Panel and the process for handling the appeal; |

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| | <p>b. notify all relevant SRP personnel that an appeal has been received, stating the nature of the appeal and names of the Appeals Panel appointed to consider the appeal;</p> <p>c. request relevant SRP staff to provide all relevant information and supporting evidence within 10 working days. SRP may decide to extend the 10-day period for submitting information and supporting evidence if there are reasonable grounds.</p> |
| Information gathering and investigation of the grievance | |
| 6. | The Appeals Panel may request additional information from either the appellant or SRP staff to complete their deliberations. Parties will have 10 working days to submit further information following any request from the Appeals Panel. |
| 7. | The Appeals Panel will attempt to make its decision by consensus (defined by absence of sustained opposition within a reasonable time). If consensus cannot be reached, the Appeals Panel will decide by majority vote. SRP reserves the right to extend the decision deadline if justified by the complexity of the case or other reasonable grounds. SRP will notify all parties of any such extension. |
| Decision | |
| 8. | Within 60 days of receiving the appeal, the Appeals Panel will notify the parties of SRP's conclusions and proposed resolution option(s). Should informal resolution be unsuccessful, SRP will notify the parties of its decision, which shall be based on the recommendation of the Appeals Panel. The notification shall include a justification and if applicable, any follow up measures to be taken. |
| 9. | The decision of the Appeals Panel shall be final and binding on all parties. No further grievance or appeal on the same matter will be accepted. Appellant and SRP shall retain the right to pursue any other remedies including litigation after conclusion of the SRP appeal process. |

3.3. Comments submission

| Comments Submission | |
|----------------------------|--|
| Step | Action |
| 1. | SRP invites individuals or organizations to submit a comment or suggestion at any time. Comments submitted might relate to either organization, membership, capacity development, assurance, or monitoring & evaluation program. |
| 2. | Commenters shall disclose their identity to SRP and send to info@sustainablerice.org . An exception can be made if the commenter is |

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| | <p>illiterate or has no access to the internet. S/he could use others channel directly to SRP Secretariat in Bangkok, Thailand:</p> <p>Post mail: AIA Sathorn Tower ,14Fl., Unit 1405 11 1 S Sathon Rd, Sathon, Bangkok 10120, Thailand</p> <p>Phoneline: +66 211 610 55</p> |
| 3. | The comment shall be initially received and coordinated by a resource person. Which later will be forwarded to the relevant unit to further handle the comment. |
| 4. | Appointed SRP staff will promptly respond to comments provided they are substantive, submitted in writing, and include the commenter's name, contact information, and any institutional affiliation. |
| 5. | Appointed SRP staff may request additional information or clarification from commenter to proceed to the next action taken in accordance with the comment. |
| 6. | SRP reserves the right to determine how comments should be responded to and, if necessary, may refer the commenter to our grievances or appeals process for further handling. |

3.4. Registration of Grievance, Appeal and Comments

The grievance, appeal or comments may be submitted in any language but shall be accompanied by an English language translation. All proceedings thereafter shall be conducted in English. The grievance must include all fields of information requested in the Grievance and Dispute Resolution Form (see Annex A).

Grievances and appeals must comply with all above conditions to be accepted for consideration.

Correspondence related to the grievance and appeal will be retained on file by the SRP for at least five (5) years.

All comments which not considered as grievance or appeal will not be registered in grievance and appeal folder. Such comments will be recorded or registered by designated unit.

ANNEX A: Grievance and Dispute Resolution Form

SRP commits to impartial, consistent, and diligent processes for receiving and addressing to complaints and grievances. All information will be handled confidentially by the SRP Secretariat. Further actions will be agreed and coordinated together with you.

Information of the individual(s) or organization(s) filing the complaint/grievance ('Complainant')

| | |
|---------------|--|
| Date | |
| Name | |
| Job title | |
| Organization | |
| Address | |
| Website | |
| Contact email | |
| Mobile | |

Information about the individual(s) or organization(s) against whom the complaint/grievance is submitted

| | |
|---------------------------------------|--|
| Name | |
| Job title | |
| Organization | |
| Address | |
| Website | |
| Email | |
| Mobile | |
| Name(s) of any other parties involved | |

| Information to be submitted about the complaint/grievance | |
|---|--|
| Subject of the complaint/grievance | |
| Brief summary of issues and events leading to the complaint/grievance | |
| Specific requirement not complied with | |
| Evidence to support each aspect of the complaint/grievance | <i>Please provide an overview and description of supporting documents attached.</i> |
| Overview of steps taken to resolve the issue prior to lodging this complaint/grievance, and any response received | |
| Agreement to share the complaint/grievance with the other parties to the complaint/grievance | <input type="checkbox"/> Yes, I agree. <input type="checkbox"/> No, I do not agree. |
| Desired outcome of filing this complaint/grievance | |

Attachments:

Please enclose evidence/documents to support this complaint/grievance.

Submit:

Please email this form together with all attachments in pdf format to grievances@sustainableice.org