



Family Forest Carbon Program Grievance Redress Policy & Procedure

Stakeholders in the Family Forest Carbon Program (enrolled landowners) may raise grievances or complaints with the program. This document outlines how grievances and appeals to grievances may be submitted to FFCP, and how FFCP addresses them. Anyone may submit an enquiry or grievance to FFCP at any time, and all information submitted to FFCP via this process by stakeholders is kept confidential. Grievances for a party not directly managed by FFCP should be taken up with that party.

A **grievance** is any instance in which a stakeholder to FFCP has an objection to a decision made by FFCP or how FFCP is operating its program, which could include but is not limited to claims of unfairness and/or intentional or unintentional inadvertent effects on the stakeholders. An **appeal** is a follow-up grievance to a previous FFCP grievance decision where the complaint is not resolved to the satisfaction of the stakeholder. The procedure to submit such a grievance and/or appeal to FFCP is:

If in contact with an FFCP staff member (such as an FFCP staff forester, account manager, or other staff person):

1. The grievance may be submitted directly to that staff member via previously established communication methods with that staff member (such as phone, email, FFCP website, etc.):
 - a. Description of the grievance
 - b. Contact information for the person submitting the grievance
 - c. Details of the grievance, including date and location if pertaining to a specific event
 - d. Any relevant documentation (for example, if the grievance involves an email or document to and/or from FFCP)
 - e. Declaration of any conflict of interest in submitting the complaint
2. The FFCP staff member will acknowledge receipt of the grievance.
3. The FFCP staff member will record and analyze the grievance and bring in the appropriate internal and external experts to address it. The grievance may be appointed to another FFCP staff member as appropriate.
4. After analysis and receipt of any necessary internal approvals, an FFCP staff member will provide a response to the stakeholder who submitted the grievance, utilizing the noted preferred contact method provided by the stakeholder in step 1 (for example, if the stakeholder has no email address but provided a phone number, the response will be provided via phone).

5. Should FFCP's response to the grievance not resolve the issue to the satisfaction of the stakeholder, the stakeholder may pursue an appeal and/or move to a more formal process if applicable under the stakeholder's agreements with FFCP, such as that outlined in an FFCP landowner agreement (if the stakeholder is a landowner enrolled in FFCP). Appeals may be submitted via the same process as outlined in the next section of this document and should be noted by the stakeholder that it is an appeal to a previously submitted and addressed complaint.

If not in contact with an FFCP staff member:

2. The grievance and/or appeal may be submitted via info@familyforestimpact.org and/or by calling (844)-790-0045 and providing the following information:
 - a. Description of the grievance
 - b. Contact information for the person submitting the grievance
 - c. Details of the grievance, including date and location if pertaining to a specific event
 - d. Any relevant documentation (for example, if the grievance involves an email or document to and/or from FFCP)
 - e. Declaration of any conflict of interest in submitting the complaint
 - f. FFCP personnel monitoring the info@familyforestimpact.org email address will not be responsible for resolving the issue, but will forward the information to the appropriate internal staff for review and response.
6. An FFCP staff member will acknowledge receipt of the grievance.
7. An FFCP staff member will record and analyze the grievance and bring in the appropriate internal and external experts to address it. The grievance may be appointed to another FFCP staff member as appropriate.
8. After analysis and receiving any necessary internal approvals, an FFCP staff member will provide a response to the stakeholder who submitted the grievance, utilizing the noted preferred contact method provided by the stakeholder in step 1 (for example, if the stakeholder has no email address but provided a phone number, the response will be provided via phone).
 - a. If the response is to an appeal, the FFCP Chief Product Owner prepares and/or approves the written response and provides this to the appellant.
9. Should FFCP's response to the grievance not resolve the issue to the satisfaction of the stakeholder, the stakeholder may pursue an appeal and/or move to a more formal process, such as that outlined in an FFCP landowner agreement. If the grievance is an appeal, the decision made in the appeal is considered final.