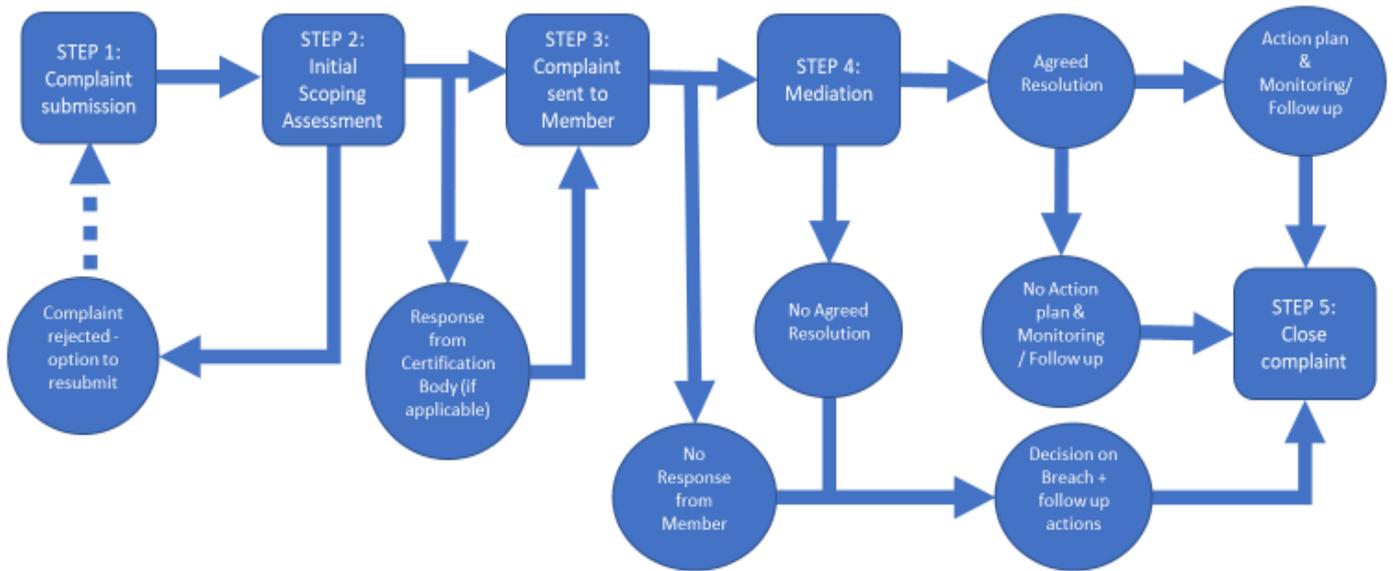


## Bonsucro Grievance Mechanism Timetable and Procedure

### Flow Chart of the Bonsucro Grievance Mechanism

Set out below is a chart showing the Bonsucro Grievance Mechanism process. Included in this timetable and procedure is a summary guide of the key steps to resolving a complaint issues under the Grievance Mechanism (“*Complaint*”). When submitting a Complaint please refer to the Bonsucro Grievance Mechanism Rules [here](#) for full details.



## Step 1: Submitting Complaint

To commence a Complaint please carefully consider the eligibility requirements referring to the Eligibility Checklist [here](#). If your complaint meets the eligibility requirements, please submit the following:

- A completed Bonsucro Grievance Mechanism Application Form [here](#);
- A Complaint submission in English not to exceed 25 A4 pages (see Rule 4.1 for requirements); and
- Supporting materials in English (or with accompanying English translations as required by the Rules), not to exceed 175 A4 pages for documentation and 1 hour of video/visual material.

CEDR will notify you within 5 business days of receipt of your application that CEDR have received it.

## Step 2: Submitting a Complaint and checking if it is in Scope

Within 10 business days of receiving your Complaint, CEDR will notify you if CEDR believe that you need to re-submit your Complaint to meet the requirements of Complaint submissions under the Rules, or if CEDR believe that the Complaint is out of scope.

Where you are asked to re-submit in order to complete the application properly or provide appropriate information, you will be given 5 Business Days to do so.

Note that CEDR can only offer one attempt at a re-submission.

Once CEDR are satisfied that a Complaint meets the requirements of the Grievance Mechanism, CEDR will check with Bonsucro in the first instance whether they have sufficient funds remaining in their annual budget to process such a Complaint through to completion. CEDR will let you know the position on this – if CEDR have a number of complaints in a year, CEDR may encourage you to seek separate funding support for your complaint.

The Bonsucro website list alternative options to raise your complaint. <https://www.bonsucro.com/complaints-and-grievances/>.

### Step 3: Response

Once eligibility and funding are in place, CEDR will then notify the Respondent Member, of the Complaint. The Respondent Member's time for issuing a Response to the Complaint depends on whether the Complaint alleges a breach of the Bonsucro Standards by a Respondent Member who is a Bonsucro certificate holder or is in the process of applying for Bonsucro certification.

- Where no breach of the Bonsucro Standards is alleged, the Respondent Member will have 30 Business Days to reply.
- Where a Complaint has alleged a breach of the Bonsucro Standards, but the Respondent Member is not a Bonsucro certificate holder nor is in the process of applying for Bonsucro certification, the Respondent Member will have 30 Business Days to reply.
- Where a Complaint has alleged a breach of the Bonsucro Standards, and the Respondent Member is a Bonsucro certificate holder or is in the process of applying for Bonsucro certification, CEDR will seek information on this separately from the responsible Certification Body first (if applicable), before asking for a response from the Member. CEDR will notify you at the time what effect this has on the time periods involved.

### Step 4: Mediation

Unless one of the parties decides to opt out of this stage, a mediation process is offered to all parties to seek early resolution of the Complaint. An independent Mediator will work with the parties on-line to help them review the Complaint in more depth, and to seek a resolution if possible. This normally takes no longer than 30 days unless an extension is agreed by the parties.

- If the parties reach an agreement as a result of the mediation, then the Complaint is closed.
- If the parties do not reach an agreement as a result of the mediation, they may ask the Mediator to provide the parties with a non-binding recommendation. All parties, including the Mediator, must agree for the Mediator to provide such a recommendation.
- If for any reason the parties do not reach an agreement, the Complaint will proceed to Step 5.

## Step 5: Decision and Bonsucro Recommended Actions

If there has been no resolution at Step 4, the Complaint goes to adjudication for a determination as to whether the Complaint is justified and, if the decision goes against the Bonsucro Member, remedies will be recommended. The decision will specify if there has been a breach of Bonsucro Code of Conduct or relevant Bonsucro Standards. The Bonsucro Board will be informed of this decision and it will be posted on the Bonsucro website.

If the Respondent Member is found in breach, then recommendations will be made as to what remedial action the Respondent Member should take, which may involve sanctions relating to membership or conditions on continued membership. Such restrictions or conditions may include remedial proposals or future monitoring depending on the decision. These recommendations are submitted to the Bonsucro Board who may confirm or suggest modification of these recommended actions before the case is closed. Such amendments or modifications will be noted in an addendum to the decision and recommendations report issued by the Adjudicator. This process is likely to take CEDR 6 to 8 weeks, after which the parties will be notified that the Complaint process is completed. A decision together with any remedial actions will be final once published on the Bonsucro website.

- If the decision requires monitoring of future conduct, the Complaint is considered “resolved” and will be left open until such actions are completed.
- If the decision does not require monitoring of future conduct, the Complaint is considered “closed”.

## General

- Parties are free at any time to resolve the process by direct agreement.
- If a party fails to cooperate with the Grievance Mechanism, its timetable, or requests from CEDR for responses, these factors can be taken into account in the final Decision.
- Time periods may be extended by agreement or if there are multiple parties or particularly complex issues raised.
- Non-Compliance with a mediated resolution or a decision/recommendation, can be the subject of a further Complaint.

- Where a Complaint is rejected as ineligible, or a Decision issued in draft form, any party involved can ask for a Review of the procedures taken to consider the Complaint, to ensure they have been conducted in accordance with the Rules. The Review is procedural and not substantive. The review will be carried out by a member of the CEDR Panel who has not previously been involved with the Complaint. For further details see section 15 of the Rules.
- Bonsucro will also track on its website the stages a particular Complaint has reached for further details see [here](#).

