

FOREST360 FSC Group Scheme Dispute Resolution Process

Where people are found to not be in agreement with the way in which FOREST360 manages a forest, this is the following procedure:

1. Once aware of a complaint the Operations Manager is to make contact with the complainant to find out:
 - a) Name, address, and contact details
 - b) What the issue is?
 - c) Where does it happen?
 - d) When does it happen?
 - e) How is the complainant personally affected?
 - f) What is causing the issue? i.e. dust from logging trucks, noise from crews chainsaws etc
 - g) Is the complaint justified
 - h) Is the complaint of a vexatious nature
2. The Operations Manager to check if any laws or regulations have been broken and address these immediately.
3. If justified, find out how the complainant feels the issue could be resolved to their satisfaction?
4. If justified, provide the complainant with realistic options that may help resolve the matter or reduce the effect upon them – see if there can be any changes made to the forestry operation that would reduce or negate the impact on the complainant i.e. only permit logging trucks to use the road during school hours, to reduce heavy traffic on the road whilst people are trying to get to and from work as well as children to school.
5. Where possible, consider excluding the complainant from the effect i.e. redirect logging trucks around another road rather than right past their front door or employing a different style of operation when close to the complainant's home.
6. Where no agreement is reached, consider involving the company's directors.
7. Consider using an independent Mediation Service where agreement is not reached by the methods mentioned above.
8. If a dispute remains unresolved then: *"Operations will cease in areas while the dispute exists"*:
 - a) *Of substantial magnitude**; or
 - b) *Of substantial duration**; or
 - c) *Involving a significant number of interests.*
9. Detailed notes are to be kept regarding all interactions regarding any disputes, either in the Operations Managers notebook or the FSC Stakeholder Dialogue Record Table.