

Requests, Complaints and Dispute Resolution Procedure



Perimeter Forest

Receipt and assessment of the admissibility of the complaint or request, Processing of the complaint Acknowledgment of receipt within 10 working days
30-day response time

Can lead to verbal or written agreement

If no agreement

Formal Dispute

Level 1*
Forest Land Manager

Level 2*
COO

Level 3 – Corporate*
President/board

Dispute Resolution

Could lead to a verbal or written agreement

Mediation

Dispute of significant magnitude**

Level 1

Assess whether stopping operations is desirable/required

Level 2 – Corporate

Level 3 – Legal CONFLICT : Arbitration or Legal Proceedings

* Deadlines agreed between the parties

** According to the definition of the National FSC® standard; A large-scale dispute is a dispute involving one or more of the following situations: Irreversible negative impacts; Physical violence; Significant destruction of the property; Presence of law enforcement or army; Intimidation of workers.