



Working towards a global responsible coal supply chain

info@bettercoal.org  
www.bettercoal.org

# Bettercoal Complaints Mechanism

Document owner: Bettercoal Secretariat  
Date: 28 March 2024  
Version: 5

***General Enquiries:***

*Bettercoal welcomes questions and feedback on this document.*

*Email: [info@bettercoal.org](mailto:info@bettercoal.org)*

*Mail: PO Box 534, Sutton, SM1 9TB, United Kingdom*

*Website: [www.bettercoal.org](http://www.bettercoal.org)*



## Introduction

Bettercoal is a global, not-for-profit initiative established by major coal buyers striving to promote continuous improvement of sustainability performance in the global coal supply chain. Coal mining operations participating in the Bettercoal Assessment Programme are known as Bettercoal Suppliers. Bettercoal does not provide a certification of performance to Suppliers.

## Process

Comments, complaints and appeals may be submitted in writing to [info@bettercoal.org](mailto:info@bettercoal.org) or to:

Bettercoal  
PO Box 534  
Sutton, SM1 9TB  
United Kingdom

All comments, complaints and concerns should include the following information:

1. Identifying and contact information of the complainant, including name, email address, phone number and organisational affiliation (or “Independent”, if none). All complaints are treated confidentially however, complainants may indicate if they wish to remain anonymous.
2. Bettercoal will respond to comments provided they are substantive, submitted in writing and include the commenter’s name, contact information, and any institutional affiliation. Also, Bettercoal will address anonymous comments when determined substantive or important.
3. Bettercoal will acknowledge receipt of a comment, suggestion or concern within ten business days. If this does not occur, the complainant will be informed.
4. Comments are initially considered by the Bettercoal Executive Director to determine merit and then passed through a consultative process that may include Technical & Advisory Committee and Board of Directors, as appropriate.
5. Bettercoal will respond to the commenter with a proposed resolution within sixty calendar days of receiving the original comment. If this does not occur, the complainant will be informed.
6. If the commenter is not satisfied with the resolution, appeals may be made to the Bettercoal Board of Directors.
7. Bettercoal will communicate decisions regarding the resolutions of grievances to the commenter and other individuals or institutions directly affected by the decision.
8. Bettercoal will provide information on decisions made to other interested parties where relevant and on request, unless providing the information would violate reasonable guidelines or requirements for confidentiality.



## Reporting

1. A summary of all comments, complaints and appeals received shall be provided to the Bettercoal Board of Directors on a quarterly basis.
2. Bettercoal shall make available a public summary of comments, complaints and appeals received, as appropriate.