Bettercoal Complaints Mechanism

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General Enquiries:
Bettercoal welcomes questions and feedback on this document.
Email: info@bettercoal.org
Mail: PO Box 842, Gillingham, ME8 1EB, United Kingdom
Website: www.bettercoal.org
Introduction
Bettercoal is a global, not-for-profit initiative established by major European 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.

As a central principle of our work we encourage any individual or organization to comment on all aspects of our work. Throughout 2016-2018, Bettercoal is working with the multi-stakeholder Technical & Advisory Committee and Bettercoal Members to review the Assurance System to ensure that it is fully aligned and strongly supports the Bettercoal system. More details on the scope and timelines for this work can be found on the Bettercoal website.

Until this process is finalised, Bettercoal has put in place the Complaints Mechanism as described below. This Complaints Mechanism will be reviewed and updated once the review of the Assurance System is complete and will be made publicly available on the Bettercoal website.

Process
Comments, complaints and appeals may be submitted in writing to complaints@bettercoal.org or to:

Bettercoal
PO Box 842
Gillingham, ME8 1EB
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 organizational 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.