

Complaints and Dispute Resolution Procedure

It is IForUT policy that stakeholders should be treated with courtesy and respect and that stakeholders engaging with IForUT staff or agents will do so in a similarly respectful and courteous manner. IForUT endeavours to carry out forest management to the highest standards with the least possible impact to neighbours and stakeholders. However, IForUT recognises that there may be, from time to time, cause for complaint.

A complaint can be defined as an expression of dissatisfaction by an individual or group regarding an organisation's action or lack of action, or a statement that something is wrong or not satisfactory.

Complaints may be submitted to IForUT in a number of different ways, including:

- in person,
- by telephone,
- in writing or via email.

IForUT is committed to handling all complaints fairly, impartially and in a timely manner. Complaints will be treated in a professional and respectful manner and will receive an appropriate response. IForUT will acknowledge receipt of a complaint in writing within two weeks of receipt. Where a complaint cannot be investigated and resolved within three months of receipt, IForUT will keep the complainant informed of progress and any anticipated delays.

All complaints will be recorded in accordance with Procedure 5.11. Complaints shall be recorded within Forest Inspection Records under the appropriate operation type. Relevant correspondence, photographs, maps and supporting documentation should be attached to the record where appropriate.

Each complaint will, where required, be investigated. Where issues are identified, corrective actions, follow-up actions and relevant correspondence will be documented within the associated Forest Inspection Record and, where appropriate, communicated to the complainant within three months of receipt.

If a complainant is not satisfied with the outcome, they may refer the matter to the appropriate external body. This may include relevant regulatory authorities or, in the case of certification related matters, the independent certification body responsible for auditing IForUT. Contact details for such bodies will be provided on request.

A complaint will be considered closed when:

- the complainant has been provided with a response outlining the outcome; or
- no further engagement is received following communication of the outcome; or
- the matter has been referred to an external body.

IForUT reserves the right to close a complaint where it is considered that all reasonable steps have been taken to address the matter.