



Appendix 3 – Grievance Redress

Procedure

This Grievance Redress Procedure is intended as a supplement to the GreenRaise Standard Operating Procedures - Green House Gas Safeguards under the Verified Carbon Standard of the same date as indicated on this document.

As it relates to project developed under the Verified Carbon Standard (VCS), the following Grievance Redress Procedure outlines methods that will be implemented to address disputes that may arise between local stakeholders and project proponents during project planning and implementation.

The following processes are intend to facilitate receiving, hearing, responding to and attempting to resolve grievances, within a reasonable time period related to VCS projects developed by GreenRaise.

These procedures are to be applied to all GreenRaise VCS projects, however where appropriate, these procedures will be amended to take into account culturally-appropriate conflict resolution methods.

These documented procedures, and documentation of disputes resolved through this procedure will be made publicly available on the GreenRaise website (<https://green-raise.com/projects/>).

Contact Information

All grievances are requested to be submitted through the Grievance Submission form located on the GreenRaise website. Where local customs or circumstances do not allow for electronic submission, a paper version of the Grievance Submission Form can be provided. Please contact GreenRaise using the information provided on [contact page](#) of our website if you or someone you are representing requires an alternate form of submission.

Grievance Process

Stage 1 – Receive, Respond and Resolve

When GreenRaise receives a grievance related to a VCS Project, either directly or via a project proponent, GreenRaise will:

1. Acknowledge the grievance to the grievor, if not already done so by the project proponent and provide an initial response to the grievor within two weeks of the original grievance. GreenRaise will request the grievor complete the GreenRaise Grievance Submission Form if they have not already and including relevant evidence to support their concern. General information grievances received will be tracked within the GreenRaise Grievance Record Database and made publicly available.



2. Conduct a preliminary assessment to determine whether evidence provided in a grievance is or is not substantial, by assessing the evidence provided.
3. Dialogue with grievor with the aim to solve grievances assessed as substantial, before further actions are taken.
4. While substantial grievances are pending, a precautionary approach towards the continued implementation of the project will be taken, which may include:
 - a. Temporarily halting the sale of VCUs generated by the project, or
 - b. Developing interim mitigation measures to effectively mitigate the grievance, until the grievance is resolved.
5. Where further investigation is required to resolve a substantial grievance, a desk or field review (as applicable) will be conducted within two months of the initial grievance.
6. Where a grievance is assessed as being substantial, mitigation measures will be developed, as applicable (e.g., mitigation measure revision or development, changes to project design or implementation). Mitigation measures may include steps to be taken by stakeholders, as well as the project proponent, to resolve the issue.
7. If a mitigation measure cannot be determined and/or enforced, *Stage 2 – Mediation*, shall be considered and managed accordingly.
8. Upon conclusion of the grievance review and mitigation process, the Grievance Record Database will be updated with relevant results of the grievance and any actions taken towards its resolution.
9. A separate grievance file will be maintained by GreenRaise to record detailed records of grievances received, correspondence, and actions taken.

Stage 2 – Mediation

If a grievance cannot be resolved by utilizing the procedure outlined within Stage 1, the grievance will be referred for a neutral third-party² for mediation.

Procedures for mediation will be developed and outlined by the neutral third-party.

Stage 3 – Arbitration or Adjudication

Any grievances that are not resolved through mediation will:

1. Be referred to arbitration, to the extent allowed by the laws of the relevant jurisdiction, or,
2. Be referred to competent courts in the relevant jurisdiction, without prejudice to a party's ability to submit the grievance to a competent supranational adjudicatory body, if any.

² The neutral third-party will be contracted by GreenRaise, however will be required to be agreed upon by both the project proponent and the grievor,