



Process for Addressing Complaints or Disputes Dryden Fibre Forestlands Operations

Purpose

This procedure identifies the process and steps for receiving and addressing a complaint related to Dryden Fibre Canada's Forest Management (FM) certificates under FSC® and SFI®.

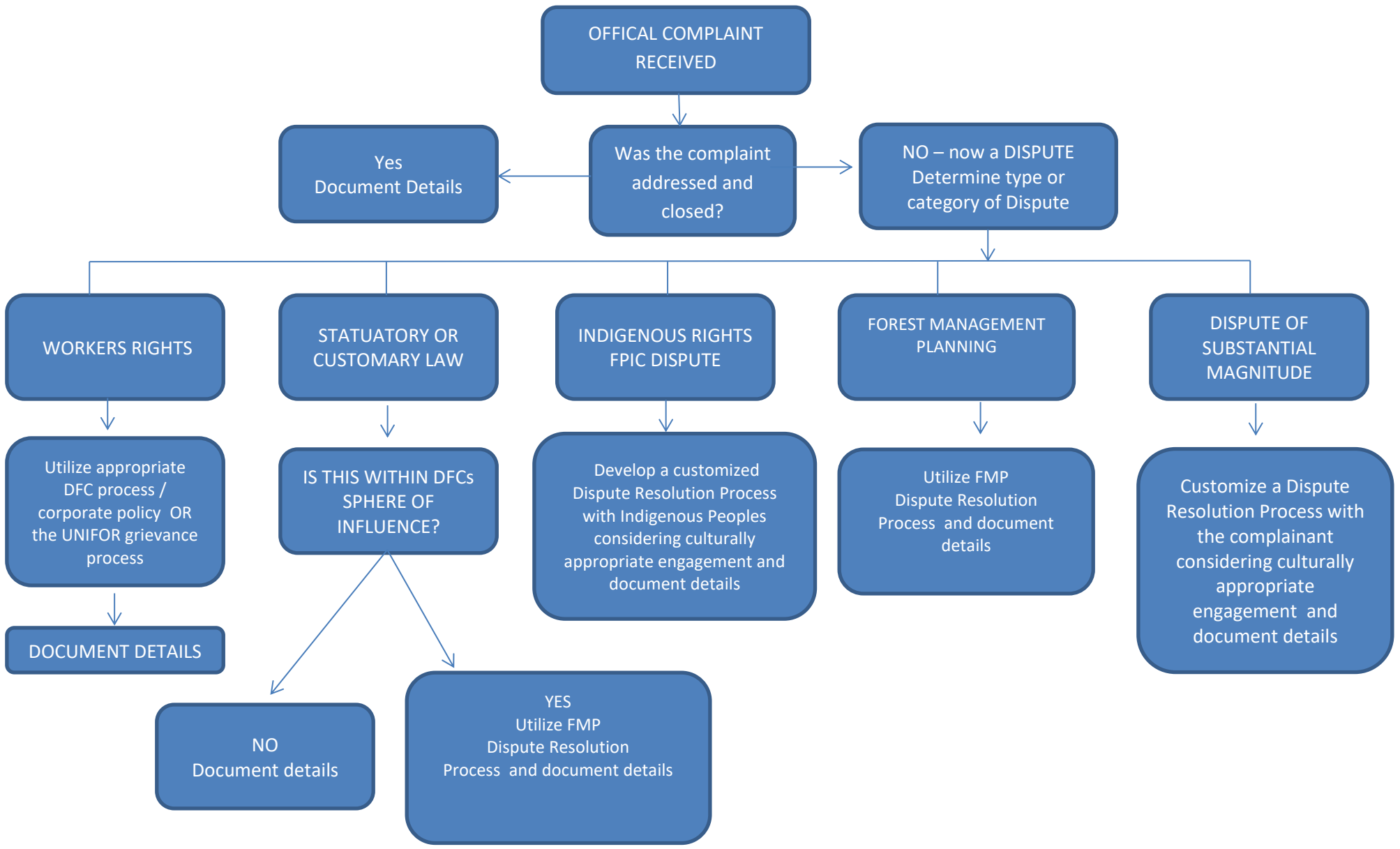
Definition

Complaint: The formal expression of dissatisfaction or concern by any person or organization presented to The Organization, relating to its management activities or its conformity with the FSC Principles and Criteria, where a response is expected.

Receiving Complaints

Complaints may be received through the contact information on Dryden Fibre Canada's website (www.drydenfibre.ca), through the Forestlands Website (www.dfeforestry.ca/contact-us). Complaints received will be reviewed by the person responsible for certification and the appropriate company persons.

1. Formal complaint is submitted to Dryden Fibre Canada (DFC) via online form or through other written communication.
2. The person responsible for certification logs the complaint in the complaints database and follows the Complaints Procedure.
3. The complaint will be reviewed for completeness of details and contact information, complaints that will require further details, and complaints which do not contain appropriate contact information will not be processed further.
4. Complaints will be assessed in conformance with the requirements of SFI and FSC forest management standard requirements. If the complaint is general in nature, it will enter resolution with the appropriate parties (including MNRF where necessary) and entered into the log. All resolutions will be documented.
5. Where complaints are more complex, they will be reviewed with the appropriate management staff relative to the certifications on the management unit. DFC staff will consult the certification standards for timelines on resolution.
6. If a complaint can is not able to be resolved, it will be determined to be a dispute.
7. The Forestlands Manager will then communicate to the complainant that the complaint has escalated to a dispute and will advise the complainant of next steps (utilizing the below flowchart as a guide).
8. Ongoing subsequent communications will be recorded. These communications must include:
 - a. Steps taken to resolve complaints and disputes.
 - b. Outcomes of all complaints and disputes resolution processes, including, where applicable, fair compensation to workers for loss or damage to property, occupational diseases, or occupational injuries sustained while working for The Organization; and
 - c. If the dispute remains unresolved, the reasons they are not resolved, and how they will be resolved.



OFFICIAL COMPLAINT RECEIVED

Yes
Document Details

Was the complaint addressed and closed?

NO – now a DISPUTE
Determine type or category of Dispute

WORKERS RIGHTS

STATUTORY OR CUSTOMARY LAW

INDIGENOUS RIGHTS
FPIC DISPUTE

FOREST MANAGEMENT PLANNING

DISPUTE OF SUBSTANTIAL MAGNITUDE

Utilize appropriate DFC process / corporate policy OR the UNIFOR grievance process

IS THIS WITHIN DFCs SPHERE OF INFLUENCE?

Develop a customized Dispute Resolution Process with Indigenous Peoples considering culturally appropriate engagement and document details

Utilize FMP Dispute Resolution Process and document details

Customize a Dispute Resolution Process with the complainant considering culturally appropriate engagement and document details

DOCUMENT DETAILS

NO
Document details

YES
Utilize FMP Dispute Resolution Process and document details