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*Last updated: May 2016*

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| Roles |  Responsibilities |
| Grievance Officer | * Informs the public about the grievance mechanism.
* Ensures that all individuals with responsibilities under the grievance mechanism are made aware of the existence of the process and receive adequate training.
* Receives and reports complaints.
* Serves as principal point of contact and liaison with complainants.
* Ensures communication with the complainant and follows specified procedures and timelines.
* Maintains a log of complaints received.
* Resolves complaints that do not need a substantive expert.
* Supports the substantive expert, if necessary.
* Serves as a liaison between company and third parties, as required.
* Monitors resolution of complaints.
* Prepares monitoring reports.
* Provides feedback on the effectiveness of the grievance mechanism to management.
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| Complaint owner | * Responsible for investigating and resolving complaints.

The complaint owner may be either:* The Grievance Officer, if the complaint can be resolved with limited additional information expertise or resources; or
* A substantive expert, such as a manager from the area of operations implicated by the complaint, if the complaint cannot be easily or quickly resolved by the Grievance Officer.
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| Appeals Committee  | * May be composed of company officials that have not been involved with the complaint to date.
* May also include or be exclusively composed of other trusted people from outside the company, if an independent view is necessary.
* Intervenes when the proposed resolution is not accepted by the complainant and identifies additional actions to address the complaint.
* Approves the close-out of complaints when an agreement cannot be reached with the complainant.
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| Contractors | * Understand the basics of the grievance mechanism, having received information about and training in the grievance resolution process from the company.
* Assist the complaint owner to manage and resolve complaints in a timely manner when the contractor may be involved.
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| Project/Operation manager | * Approves and is accountable for implementation of the grievance mechanism.
* Provides support for implementation of the grievance resolution process and enforcement of specific agreements.
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