

SARA Carbon Program Grievance Redress Procedure

The Grievance Redress Procedure (GRP) was defined using the following approach.

Stakeholders have an ongoing opportunity to provide feedback through the Ruuts website, leave comments, and engage with the SARA Team. This website will be part of the ongoing and continuous engagement between the SARA Team and stakeholders. Comments and complaints received will be logged and taken into account in the project operations and future verifications. The Ruuts website is also available for any public comments and complaints to be submitted and considered. Status updates and developments in the program and any other relevant information will be shared through our websites and social media. Periodic communication and feedback sessions and primary project stakeholders (farmers, project proponents and relevant third-party consultants) are held to discuss specific issues such as barriers, preventive actions and key learnings and developments in the project

Purpose

The purpose of this document is to outline the procedures that Ruuts and Anthesis Group, the project proponents, will adhere to when addressing complaints or concerns raised by individuals who may be affected by the activities of the SARA Program project. Its aim is to ensure transparency and consistency in the receipt, evaluation, monitoring, and resolution of such complaints

Principles

1. **Accessibility:** The GRP aims to be inclusive and accessible to all individuals who wish to lodge a complaint. It strives to overcome barriers such as language, literacy, awareness, cost, or fear of reprisal that may hinder people from participating.
2. **Predictability:** The GRP provides a clear timeline for each stage of the process and ensures transparency regarding the achievable and non-achievable outcomes.
3. **Transparency:** The procedures and outcomes of the GRP are transparent, addressing the public's concerns and interests.
4. **Feedback:** The GRP serves as a platform to gather stakeholders feedback, enabling improvements in project outcomes for the benefit of the community.
5. **Rights compatibility:** The outcomes of the GRP align with relevant national and international standards, ensuring that they do not impede access to other means of seeking redress.
6. **Fairness:** The GRP is designed to be perceived as fair, ensuring equal access to information and opportunities for meaningful participation in the final decision-making process

Responsibilities

Ruuts and Anthesis Group will be responsible for the operation of this GRP and the person responsible will be the Project Manager(s) and the Communications Manager. The responsibilities include amongst others: the registration of complaints, external communication, reporting, responding, assessing and improving the program.

Monitoring

All complaints will be stored in a registry on the Ruuts Data Base and complaints will be tracked, monitored and followed up on a regularly basis. Stakeholders are free to express any concerns via the Ruuts website. This website will be part of the ongoing and continuous engagement between the SARA Team and stakeholders. Comments received will be logged and taken into account in the project operations and future verifications.