**Grievance Mechanism – Complaint Submission Form**

Bonsucro is the Global Sugarcane Platform. Bonsucro’s **vision** is a sugarcane sector with thriving, sustainable producer communities and resilient, assured supply chains. Our **mission** is to ensure that responsible sugarcane production creates lasting value for the people, communities, businesses, economies and eco-systems in all cane-growing origins. Bonsucro’s **strategy** builds a platform to accelerate change and continuous improvement for the largest agricultural commodity in the world – **sugarcane**.

The foundation of Bonucro’s Grievance Mechanism is to bring the parties together as the primary method of resolving a complaint. The following form must be completed and submitted to the [Decision Maker].

|  |
| --- |
| **Complainant Details**  |
| Details of the individual or organisation submitting the complaint | Name:Contact details (postal address, email and phone):If an organisation please specify:* Contact person
* Position
* Location of the organisation
* legitimacy of a representative organisation as a legal entity or its alternative formal capacity
 |
| Are you submitting this complaint on behalf of yourself or your own organisation? | Yes/No |
| If no, please indicate on whose behalf you are submitting this complaint. | Individual | Yes/No [Please provide details: name, location] |
| Group of individuals | Yes/No [Please provide details: name, location] |
| Community | Yes/No [Please provide details: name, location] |
| Other  | Yes/No [Please provide details: name, location] |
| Are any other individuals/organisations involved in submitting this complaint?  | Name:Contact details (postal address, email and phone):If an organisation please specify:* Contact person
* Position
* Location of the organisation
 |
| Please indicate your interest in this complaint. *Complainants should have some connection to the issues being complained of (for example, this would include communities or individuals directly affected by a member's activities or civil society and other organisations acting on behalf of communities or individuals) and must be able to supply information about these issues.*  | What is your role on behalf of the individual(s)/ community?  | Please provide details |
| Please evidence your authority to make this complaint on behalf of the individual(s)/community?  | Please provide details of any consultation and/or agreement |
| Are you receiving support from any individual or organisation who is not a party to the complaint? *For example, NGO, legal representation, community organisation, or similar.* | Yes/NoIf yes, please provide the following details:Name:Contact details (postal address, email and phone):If an organisation please specify:* Contact person
* Position
* Location of the organisation
 |
| Are any of the parties to this complaint Bonsucro Members? | Yes/NoPlease provide details: |
| Are you requesting that this complaint be treated anonymously? | Yes/NoIf yes, please provide details as to why anonymity is required. Please refer to paragraph 4.2 of the Rules of Procedure for guidance on what the Decision Maker will take into account when granting a request for anonymity. |
| **Respondent Member – who is being complained against?** |
| Name of Bonsucro Member  | Please detail the name of the specific entity/entities the complaint is being made against:* Organisation:
* Contact details:
* Location:
* Company number:
 |
| Contact Person  | Please provide details of the individual within the organisation you have been liaising with:* Contact person
* Position
* Location of the organisation
 |
| Certification details  | If this member is certified, please provide any details of their certification that are available. |
| **Details of the Complaint**  |
| Please identify any Relevant Standards that it is claimed the Respondent Member is in breach of.Relevant standards: * the Code of Conduct;
* if certified, the Bonsucro Production Standard, Bonsucro Production Standard for Smallholder Farmers, Bonsucro Chain of Custody Standard and Bonsucro EU RED Chain of Custody Standard (together "Certification Standards"); and
* any policies, other codes, agreements or other documents as may be drafted, approved and/or issued by the Board, any Committee, Task Force, Working Group and/or the Secretariat from time to time and to which the Members are subject.
 |  |
| Factual allegations which support this complaint.*Where allegations relate to social and/or environmental harm, details must be provided on whether the Respondent Member caused or contributed to the harm or whether the harm is linked to their operations, products or services through one of their business relationships.* | Please include documentation and other supporting evidence to substantiate the factual allegations, including a clear and concise narrative with inclusion of supporting evidence. Where possible, please provide details in chronological order or include a timeline with key dates, and explain how the factual allegations relate to the alleged breaches of the Relevant Standards identified in the preceding section. This can be set out in the separate document. Note that there is a 200 page limit for the complaint and supporting documentation, unless specific permission for further materials is granted by the Decision Maker. |
| Please describe the good faith steps that which have been undertaken to seek resolution directly with the Respondent Member prior to initiating this Grievance Mechanism. *If this is not possible, an explanation as to the reason that prior engagement was not possible should be provided.* |  |
| Specific actions or recommendations requested to resolve or remedy problems raised in the complaint.*Please refer to paragraphs 11.5 to 11.7 of the Rules of Procedure for guidance.* |  |

In submitting this complaint, I/we:

1. have read and understood the Grievance Mechanism Rules of Procedure. I understand that this complaint will be handled in accordance with those rules and agree to comply with them;
2. have considered whether this Grievance Mechanism is an appropriate mechanism for the resolution of this complaint, taking into account the provisions of this Grievance Mechanism – Rules of Procedure, including available remedies, and any other available grievance mechanisms and have decided to proceed;
3. agree to the information contained in this complaint being shared with Bonsucro and/or any other Decision Maker as well as the Respondent Member and their advisors; and
4. confirm that the information provided above is, to the best of my knowledge, true and not lacking any material details.

[Signature]

[Date]