

THE BONSUCRO GRIEVANCE MECHANISM

Bonsucro is the global sustainability platform for sugarcane.

It's important that we are held and hold members to account and offer an effective mechanism through which grievances concerning business-related human rights abuse can be raised and remedy can be sought. Our complaints management ecosystem provides a space for stakeholders to complain about the action or inaction of others, in line with the [UN Guiding Principles on Business and Human Rights](#).

The Bonsucro Grievance Mechanism manages complaints against its members, facilitating mediation as a key means for resolution. It has been designed based on inclusivity and accessibility criteria, in line with the UN Guiding Principles on Business and Human Rights effectiveness criteria for grievance mechanisms. The system complements the Code of Conduct for members and is independently administered by the [Centre for Effective Dispute Resolution \(CEDR\)](#), a well-established and highly respected organisation, at the forefront of providing mediation services for commercial disputes, to ensure independence and neutrality during the process.

The Grievance Mechanism is one option within a larger accountability ecosystem. Managing complaints is key to maintaining the performance of Bonsucro's assurance system. Within this ecosystem of accountability options, the Grievance Mechanism specifically applies to complaints relating to Bonsucro members. To make a complaint about a candidate member, a Bonsucro Licensed Certification Body/ auditor(s) or Bonsucro, please see other options as part of the full ecosystem on our [website](#).

The Bonsucro Grievance Mechanism process is available in both English and Spanish. Details of the case remain confidential until completion of the process.



Who can submit a complaint?

Any interested party or affected stakeholder may submit a complaint. They should have some connection to the issues and must be able to supply information about these issues.



Who deals with complaints?

Complaints will be dealt with by experts appointed by [CEDR](#). To remain independent, Bonsucro will not be involved in handling or making decisions on the outcome of complaints but will be kept informed of all relevant dates and timescales. The Bonsucro Board will take action based on the independent adjudicator's recommendation in line with our [policy](#) on membership suspension, termination and changes to membership.

Is the Grievance Mechanism the best option for you?

This Grievance Mechanism addresses complaints against Bonsucro members for breach of the Bonsucro Code of Conduct and/or any of the relevant standards:



Complaints outside the scope of the Grievance Mechanism managed independently by CEDR:

Contain abuse or derogatory language	Related to non-payment of membership fees.	No clear violation of the Code of Conduct	Not made in good faith	Politically or commercially motivated
Events which occurred outside of and not continuing within the membership period	Based solely on media reports, not supported with further evidence	Bonsucro has already taken corrective action regarding the allegation and the member (unless the complaint relates to non-compliance with the corrective action plan)	Any deficiencies of Certification Bodies or failure to provide adequate services in the certification process. In this case, see Bonsucro website	Unrelated to Bonsucro's system e.g. unrelated to sugarcane activities

Before submitting a complaint through CEDR, carefully consider the requirements of the Grievance Mechanism in full and whether this is the best forum for resolution. For example, the Grievance Mechanism may not be a suitable forum to resolve complaints where criminal issues are raised and/or urgent action is required. Please remember that Bonsucro requires its members to have their own operational Grievance Mechanism or participate in one, and this should be considered when assessing suitable options to provide remediation to those affected by the allegation.

For other options to submit a complaint that does not fall into the Grievance Mechanism managed by CEDR, please see the [Bonsucro website](#).

Submitting a Complaint: what you need

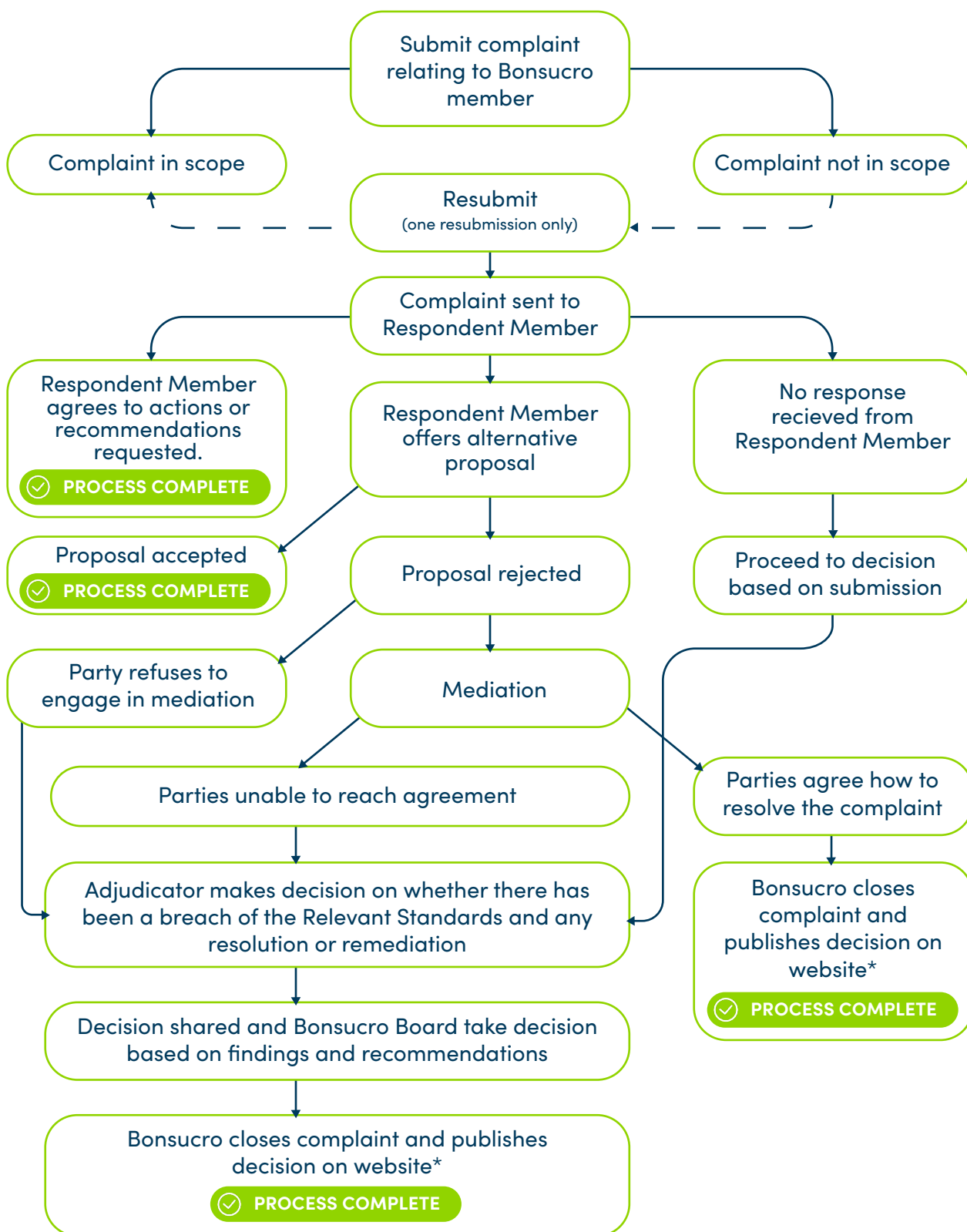
 Your contact information	 Details of the individuals or communities you are representing	 Identity of member whom the complaint is against
 Bonsucro Standard/Code/Policy that has been breached	 Documentation and other supporting evidence	 Actions or recommendations requested to resolve problems raised

To submit a complaint, click [here](#).

Please note this is a non-exhaustive list of the required information.

Complaint submissions outlining the required information should not exceed 25 A4 pages, and additional evidence should not exceed 175 A4 pages (or equivalent) unless special permission is received. Submissions can be completed in English or Spanish.

Submitting a complaint: the process



Find the full **Grievance Mechanism** rules [here](#).

*Bonsucro will take decision in line with the Bonsucro [policy on suspension and termination of membership](#)