

INPUT AND GRIEVANCE POLICY AND PROCEDURE

Afforestation on the Big Island of Hawaii: Restoring native hardwood forests and enhancing multiple ecosystem services

Purposes: The purposes of this policy and procedure are to (a) document HLH's commitment to recording grievances and concerns expressed by stakeholders of its afforestation project and (b) describe the system that will be implemented by HLH for recording such feedback and providing adequate and timely responses.

Policy statement: HLH will document grievances and concerns that are expressed by stakeholders of its afforestation project and respond to them in an appropriate and timely fashion. HLH will respect and honour the wish of any stakeholder to provide anonymous feedback.

Procedure for documenting grievances and concerns: HLH has provided three methods by which stakeholders of its afforestation project can express concerns or grievances:

1. A notebook titled 'Continuous Input and Grievance Expression Process Book' (hereafter called 'the Process Book') is kept at the Umikoa office of HLH,
2. A telephone number (808 228-0450) is available for use by stakeholders to express concerns or grievances related to the project, and
3. A website (www.legacycarbon.com/stakeholder_feedback) has been created with a form for completion by stakeholders with expressions of concern or grievance.

The Process Book: Stakeholders can register their concerns or grievances in person using the Process Book. Stakeholders can write in the Process Book anonymously if they wish. Nine columns have been ruled into the Process Book:

Column Heading	Purpose	Example
Date	Record the date on which the feedback was made.	'15 October 2014'
Stakeholder's Name (Optional)	The name of the stakeholder may provide additional context to the comment and provide opportunity for further dialogue and conflict resolution. The stakeholder may choose to remain anonymous.	'Patsy Jones'
Stakeholder's contact details (Optional)	Allows HLH to follow up with the stakeholder to seek clarity on the comment and/or communicate any responses that were implemented. The stakeholder may choose not to submit contact details.	'Phone 555 2945'
Comment	This is where the stakeholder explains the comment, concern, or grievance.	'Plastic bags are blowing over my fence from the HLH nursery'
Action requested from HLH	The stakeholder may request certain action from HLH in response to the comment.	'Please clean up the mess of plastic in my

		yard and make sure no more bags blow over the fence'
Response from HLH	HLH Management will submit a response to the comment in this column. It may describe the actions that are to be taken, or it may be an explanation for why an appropriate response is unnecessary or too difficult.	'A nursery worker will pick up the bags from your yard. We will ensure nursery waste is better secured'
Nominated HLH staff member	HLH Management must nominate the most appropriate staff member to be responsible for responding to the comment. His/her name is entered in this column.	'Stanley Davis'
Issue resolved?	Either HLH or the stakeholder can enter the date when the issue was resolved.	'Resolved by HLH 16 October 2014'
Method of expression	This column is to be completed by HLH Management as either <ul style="list-style-type: none"> - 'in person', if the stakeholder filled out the Process book, - 'phone' if the stakeholder expressed the comment by phone, or - 'web' if the stakeholder filled out the web form. 	'Phone'

Recording a stakeholder comment by telephone: If HLH takes a phone call from a stakeholder of the afforestation project who calls to express a concern or grievance we will:

1. Document carefully the stakeholder's comment and any action requested of HLH,
2. Read our notes back to the stakeholder on the phone to ensure that we have understood them correctly,
3. Inform the stakeholder of their right to anonymity and then ask if they would like to submit their name and contact details for follow-up communications,
4. Once the phone call has been completed, enter the details including the date and method of expression into the Process Book,
5. Advise the Chief Operating Officer of the call. He/she will document the intended response and nominated HLH staff member in the Process Book.

Recording a stakeholder comment by web form: On a weekly basis the Chief Information Officer will transcribe all stakeholder comments that were submitted via the web form into the Process Book. He/she will notify the Chief Operating Officer of any new concerns or grievances that need to be addressed.