

Contract proposal for the development of a disputes and complaints process.

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1. Introduction

The Client is seeking to gain sustainability certification for their operation. Most if not all sustainability standards require a disputes or complaints process that recognizes the views and opinions of other economic social or environmental stakeholders.

This proposal is to develop a simple and commonsense approach to a disputes and complaints process that meets the requirements of the standards and can be easily integrated into the operations current documented system.

2 The issues

The concept of the disputes process for a complaints process is common to most of the sustainability standards, especially those under the ISEAL alliance. This is because these standards are often predicated on the principle of involvement of a wide range of stakeholders.

Businesses often have a very negative approach to a disputes or complaints process considering it a necessary evil rather than integral part of sustainability approach.

In fact a framework for efficient disputes and complaints process offer the business and understanding on how to deal constructively with disputes and how to deal with some of the intractable disputes that otherwise may impact upon the certification .

This models is designed to resolve disputes quickly and efficiently at the lowest possible level. However they also are a useful structures for dealing with issues around intractable disputes.

Some of the more establish standards have done a lot of work on disputes process and have defined some important concepts, such as interested an affected parties, the rights of the participants , impact of non participation , when a dispute is considered resolved or when a dispute is considered deadlock despite the best efforts of the organization .

Understanding these principles are key to a disputes process.

3. Proposal

Pinnacle Quality will work with The Client to identify the required elements of a disputes process to meet the certification standard in question. From there Pinnacle Quality will assist the client to develop a documented approach that can be incorporated into the business and that meets the sustainability standards requirements.

The aim is to produce a simple approach that will integrate into the existing documented system for the operation.

4. Indicative Investment

A simple disputes process can take as little as 2 days (@ 1500 plus GST and expenses per day) to complete.