



Round Table on Responsible Soy Association

RTRS Grievances Procedure

The Round Table on Responsible Soy Association (RTRS) is the global platform composed of the main soy value chain stakeholders with the common objective of promoting the responsible soy production through collaboration, dialogue and consensus finding among the involved sectors in order to foster an economical, social and environmental sustainability.

Introduction of the grievance procedure

The Grievance Procedure fulfils RTRS' need to address complaints against RTRS members in a manner that is reflective of the nature, mission and goals of RTRS. In particular the grievance process fulfils the following:

- ✓ To provide a focal point for official complaints against RTRS members.
- ✓ To provide a clear, transparent and impartial process to duly meet and address grievances against RTRS members.
- ✓ To give a chance for actions or initiatives that may enhance future dealings between parties.

Objectives of Grievance Procedure

1. Provide platform for RTRS to address complaints against all RTRS Members.
2. To ensure that any alleged breaches of specified RTRS Statutes, By-laws, motions approved by the General Assembly, or any other approved policies , including the RTRS Standards, Communication and use of the logo, and RTRS Code of Conduct are impartially and transparently addressed.
3. In cases where deemed necessary and appropriate, provide recommendations for action through forming of a Grievance Committee.

Grievances Committee

The purpose of the Grievances Committee is to preside and deliberate on grievances that are brought to RTRS and provide detailed recommendations for resolution that would be fine-tuned and shall be adopted by one or both (or more) parties involved in any conflict.

The RTRS Grievance Committee's core members are its 3 Vice-Presidents. Additional RTRS Participating or Observer Members may be called-upon to participate in it, as deemed appropriate by the core Grievance Committee.

It is the task of the Grievances Committee to carry out the following:

1. Decide on the legitimacy of any given grievance / complaint made against RTRS members.
2. Deliberate and decide on the course of action to be taken to address grievances made.
Guidance on a course of action should always turn to the expressed RTRS Mission, Vision, objectives, Code of Conduct, RTRS policies and standards and EB decisions.

Grievances Process



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All grievances raised to RTRS shall be based on the following RTRS documents:

1. RTRS Statutes or By-laws.
2. RTRS Standard for Production, Standard for Group Certification, or Chain of Custody, including all guidance, or indicators associated with the adoption and implementation of the Standards.
3. RTRS accepted or endorsed National Interpretation of the Production Standard where it is applicable.
4. Code of Conduct for Members of the Round Table on Responsible Soy Association.
5. RTRS Policies, including Communications & Claims and use of the logo.

Any cases brought before the Grievance Committee should make reference to the above. Any issues outside of the scope of the above articles will not be considered, unless the complainant can make a legitimate case that is accepted by the Grievance Committee.

Raising a case

Any potential complainant needs to be sent to the following email address grievances@responsiblesoy.org and provide the following information and use the given template or design in submitting any grievance to RTRS. The complainant would be required to provide all of the following information to RTRS before a legitimate approach to raise a grievance can be considered:

1. Details and background on complainant, including information pertinent to demonstrate legitimacy as legal entity and also on issues raised, as well as contact person and contact details.
2. Name of RTRS Member grievance made against.
3. Nature of grievance described in detail and which of the five RTRS policies are being broken.
4. Supporting evidence, including all possible documentation, etc. to directly support the complaint.
5. Details of previous steps that were undertaken to seek resolution directly, prior to turning to this procedure, if any.
6. Clear, concise and specific actions, proposed activities or steps that are needed to correct problems raised in complaint.

The role of the Grievances Committee at this juncture is to critically review the case brought forward to RTRS, and decide on the potential of grievance brought forward. The onus of demonstrating a case at this stage is up to the complainant.

Grievances Procedure

The process for a Grievance Procedure is provided in Figure 1 below. From Figure 1, three decision making levels exist. In each instance, the process has a clear escalation path and another of dissolving the grievance or complaint.

As stated earlier, the role of the Grievance Committee is to review, assess and formulate practical actions that can be carried out by the conflicting parties to mitigate conflict and provide sustainable solutions to address core issues. In cases where mentioned member is shown to have committed or omitted to act in a way that is deemed as “serious grounds” for termination (as provided under Article 8 of the RTRS Statutes), that member would be required by to take action to remedy or resolve the situation to the satisfaction of the Grievance Committee.

