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| Complaints Process |

IRMA has developed procedures to resolve issues such as stakeholder complaints.[[1]](#footnote-1) As per those procedures, IRMA stakeholders may use this form to submit complaints about the IRMA Standard, the IRMA certification system, or IRMA policies or personnel.

Complaints related to the independent, third-party assessment of a particular mine site should be submitted to the Certification Body (CB) that is carrying out the assessment. Contact information for the CBs can be found on the IRMA web site: “Mine Sites Under Assessment.”[[2]](#footnote-2)

As a first step, the IRMA Secretariat shall try to resolve complaints through an informal discussion with the person(s) raising the issue, even if the person(s) would like his/her/their name to remain confidential (i.e., not be shared with parties other than the IRMA Secretariat and others tasked to help resolve the issue).

IRMA understands that a small number of people may wish to remain entirely anonymous (i.e., not disclose their name even to IRMA). In such situations, the IRMA Secretariat would still like the opportunity to speak with the person(s) raising the issue, if at all possible. For example, a person could provide a phone number to call or text, so that arrangements can be made for a follow-up phone or internet call with IRMA.

If no arrangement is made to have an informal discussion, the IRMA Secretariat will still review a complaint. In such cases, it is strongly recommended that those filing the complaint provide as much detail and supporting evidence as possible. If there is little or no supporting information, and no way to contact a complainant to obtain additional details about the complaint, it may not be possible for IRMA to fully explore and/or resolve the issue to the satisfaction of the complainant.

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| Stakeholder Contact Information |

IRMA requests that all information fields be answered, however, as mentioned above complainants may choose to keep some information confidential.

The answer boxes will expand to fit the amount of information that you enter.

1. First Name
2. Last Name
3. Address
4. Town/City
5. Country
6. Email Address
7. Phone Number (if that is the best way to contact you)
8. Organization/Company (if any)
9. Please tell us more about yourself: (check all that apply)

[ ]  I live in a community affected by mining

[ ]  I represent a community member or members affected by mining

[ ]  I work for an NGO that works on mining and/or related issues

[ ]  I work for mining company (e.g., management level)

[ ]  I am a mine worker (non-management)

[ ]  I work for a labor union

[ ]  I work for a company that uses mined product

[ ]  I work for a government agency that regulates mining

[ ]  I am part of the finance or banking industry

[ ]  I am part of the insurance industry

[ ]  I am an academic or consultant who works on mining and/or related issues

[ ]  Other (please specify)

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| Complaint Details |

Please provide the following information on your complaint.

IRMA requests that all information fields be answered, however, as mentioned above complainants may choose to keep some information confidential.

The answer boxes will expand to fit the amount of information that you enter.

What is the nature and details of the issue you would like to see resolved?

When or over what period of time did the issue take place?

Who has been or is involved in the issue?

Do you have evidence or additional information to support your complaint (e.g., photographs, videos, documents, etc.)? If so, please attach the supporting information to your complaint.

What steps have you already taken to try to resolve the issue, and what have been the outcome(s) of those efforts?

What steps or processes do feel would be appropriate to address the issue raised in your complaint?

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| Next Steps |

We will contact you to confirm receipt of your complaint.

We will attempt to respond to your complaint in a timely manner.

If you would like to inquire about progress related to your complaint, please send an email to: complaints@responsiblemining.net.

1. IRMA Issues Resolution System Procedures. <https://responsiblemining.net/wp-content/uploads/2020/03/IRMA-Issues-Resolution-System_2020.pdf> [↑](#footnote-ref-1)
2. IRMA Mines Under Assessment. <https://responsiblemining.net/what-we-do/certification/mines-under-assessment/> [↑](#footnote-ref-2)