

# Requests, Complaints and Dispute Resolution Procedure

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**Dialogue-Discussion**  
 Receipt and assessment of the admissibility of the complaint or request, Processing of the complaint  
 Acknowledgment of receipt within 10 working days  
 30-day response time

Can lead to verbal or written agreement

If no agreement

**Formal Dispute**

**Level 1 - Unit\***  
 Applicable Department Head(s) or General Manager

**Level 2 – Provincial\***  
 Divisional Forester, Director of Forestry, Chief Forester or Manager of Aboriginal and Env. Relations

**Level 3 – Corporate\***  
 Vice-President

**Dispute Resolution**  
 Could lead to a verbal or written agreement

Mediation

**Dispute of significant magnitude\*\***

**Level 1 - Unit**  
 General Manager

Assess whether stopping forestry operations is desirable/required

**Level 2 – Corporate**  
 Chief Forester or Vice-President

**Level 3 – Legal**  
**CONFLICT : Arbitration or Legal Proceedings**

\* Deadlines agreed between the parties

\*\* According to the definition of the National FSC® standard; A large-scale dispute is a dispute involving one or more of the following situations: Irreversible negative impacts; Physical violence; Significant destruction of the property; Presence of law enforcement or army; Intimidation of workers.