

PUBLIC DISPUTE RESOLUTION POLICY

Purpose

The Dispute Resolution Policy aims to provide a structured approach to resolving disputes and complaints that is fair, equitable and will lead to solutions that are acceptable to all parties involved.

Policy Statement

Clergue Forest Management Inc. is committed to addressing complaints or disputes in a timely and ethical manner during our regular business administration.

Scope

This Policy applies to Clergue Staff, Board of Directors, Consultants, Contractors, General Public, and Indigenous Communities.

Policy Responsibility

Clergue Forest Management Inc. Director and Staff are responsible for implementing the Policy.

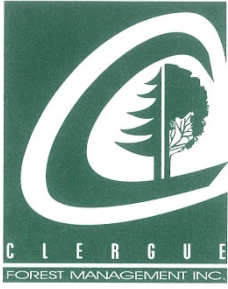
Policy Procedure

During Forest Management Planning, complaints and disputes are addressed as per the issue resolution process stated in the Forest Management Planning Manual (March 2019).

Outside of the Forest Management Planning Cycle, this Policy will be referred to and is publicly available on the Clergue Forest Management Inc. website at <http://www.clergue.com>

Policy Implementation

1. Complainant will complete the "Complaint Record Form" available on the Clergue Forest Management Inc. website. If the specific complaint can't be resolved within a reasonable timeframe between Clergue and the complainant, it will then be classed as a "Dispute".
2. Disputes will be addressed by the "Dispute Resolution Steering Committee", which consists of the following:
 - Clergue Forestry Supervisor and/or Planning Forester
 - Clergue Forestry Advisor
 - One Representative from the Clergue Board of Directors.
3. If a complaint is deemed a "Conflict of Interest" within the Steering Committee, that Committee member will be excluded from the Dispute Resolution process.
4. The Dispute Resolution Steering Committee will meet with the Complainant to thoroughly discuss the Dispute with a goal of achieving a resolution.
5. The Dispute Resolution Committee will then discuss with the Clergue Board of Directors and provide a response to the Complainant within 10 business days.



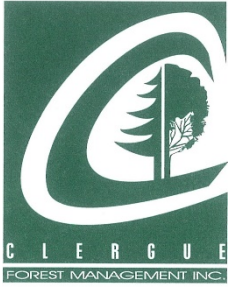
6. If the Dispute can't be resolved, Clergue Forest Management Inc. will seek a "Third Party" to further assist in the Dispute
7. If the Dispute is deemed significant or outside the scope of the Dispute Resolution Steering Committee, the Dispute will be referred to the applicable Government or Authoritative Agency. Examples of a significant dispute involve, but are not limited to the following:
 - Indigenous Communities exercising Treaty rights
 - Criminal activity involving law enforcement agencies
 - Complaints involving harassment or threatening
 - Destruction of personal property or sensitive values
8. The Clergue Board of Directors will decide if the Dispute is significant or outside the scope of the Dispute Resolution Steering Committee.

Monitoring

Complaint and dispute records/action items will be stored electronically at Clergue Forest Management Inc. and be reviewed annually the Board of Directors Meeting. The Policy will also be reviewed annually, largely based on "Complaint\Dispute history.

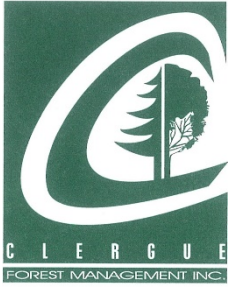
Summary

"Significant" complaints and/or disputes are and have been uncommon on the Algoma Forest.



COMPLAINT RECORD FORM

NAME
GROUP AFFILIATION (if applicable)
DATE OF COMPLAINT
AREA OF INTEREST (i.e. Harvest Block ID, Road Name, Specific Values etc.)
COMPLAINT DETAILS



COMPLAINT DETAILS

A large, empty rectangular box with a black border, intended for entering complaint details.