

Swiss Better Gold Grievance Mechanism
Grievance Form

PARTIES	
Complainant (the person or organisation raising the complaint)	
Respondent (the party who is the subject of the complaint)	
CONTACT DETAILS OF COMPLAINANT	
Organisation	
Contact person	
Position / Role	
Phone number (including country code)	
E-Mail	
COMPLAINT	
Your complaint is related to:	<ul style="list-style-type: none"> • Conduct of Swiss Better Gold Association or Initiative in relation to governance and policies • Status/Conduct of a Swiss Better Gold ASGM operation • Status/Conduct of Association members related to Swiss Better Gold activities • Status/Conduct of a Swiss Better Gold independent verifier • Conduct of a Swiss Better Gold implementing partner • Swiss Better Gold claims • Other
Have you sought to resolve the matter directly with the Respondent? (If yes, please provide details)	
What remedy is being sought in your complaint?	
Please summarise your complaint, referring to attachments where appropriate. Additional documentation such as published reports, guidance documents, witness statements, photographs or other materials which substantiate the allegations should be provided wherever possible. (Do not send original documents, submit copies only, Non-confidential versions of documents are requested by the Swiss Better Gold Association, if required)	

Signed

Date

 Please refer to the Swiss Better Gold grievance mechanism for more information on the grievance mechanism (<https://www.swissbettergoldassociation.ch/about-us>).