

REGISTRATION SYSTEM PROCEDURE

RP-06

Appeals and Complaints

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1. Purpose

The procedure for appeals and complaints describes how appeals and complaints are addressed and ensures that they are addressed promptly and consistently.

2. Scope

The procedure for appeals and complaints covers all appeals and complaints related to the proAction registration system at the national and provincial levels.

3. Responsibility

The following people are responsible for appeals and complaints:

3.1. National Program Coordinator

The National Program Coordinator (NPC) is responsible for managing the appeals and complaints that are national in scope or cannot be managed by a Provincial Delivery Agent (e.g., a conflict of interest exists).

3.2. Provincial Delivery Agents

Provincial Coordinators (PCs) are responsible for managing appeals and complaints that occur on a provincial level. PCs may consult with the National Program Coordinator on decisions. PCs are responsible for reporting appeals and complaints to the National Program Coordinator for national planning purposes.

3.3. Farmers, Validators, PCs

Anyone who has an appeal or complaint is responsible for reporting appeals and complaints to the PC or National Program Coordinator in accordance with this procedure, if they expect to achieve resolution.

4. Applicability

This appeals and complaints procedure under proAction applies unless provincial legislation requires that such appeals and complaints be addressed in accordance with provincial laws.

5. Procedure

Appeals and complaints must be submitted and handled as outlined below. The procedure applies to PCs and the National Program Coordinator.

- Person appealing or complaining contact the PC/NPC
- Person appealing or complaining fills in and submits Appeal and Complaints Form to the PC/ NPC
- PC/NPC log official complaint
- PC/NPC reviews and investigates
- PC/NPC makes decision

- PC/NPC informs appellant/complainant and PDA/NPC in writing of the decision
- PC/NPC records decision
- PC submits the number of provincial and national appeals and complaints to the NPC monthly as well as submitting national appeal documentation to NPC monthly.

Notes:

Appeals and complaints that may be considered provincial in scope are:

1. Farmer appealing a registration decision (e.g., withdrawal),
2. Farmer or public complaining that a registered farmer is not meeting proAction requirements,
3. Validator complaining about paperwork, another validator or shadow validator.
4. Farmer complaining about a cattle assessment.

Appeals and complaints that may be considered national in scope are:

1. Validator appealing grade on Validator Training Course
2. Decision to remove the validator from the list of qualified proAction validators,
3. Assessor appealing grade on the Cattle Assessment Training Course,
4. Decision to remove the assessor from the list of qualified proAction assessors,
5. Validator complaining about a PC,
6. PC appealing internal audit results or decisions,
7. PC complaining about DFC's management.

Anyone can file a complaint regarding the registration system.

Provincial appeals and complaints should be submitted to the PC and national appeals and complaints should be submitted to the National Program Coordinator. If the national office receives an appeal or complaint that is considered provincial in scope, the national office can refer the appeal or complaint to the appropriate PC.

If a farmer wishes to complain about or appeal a registration decision, withdrawal or cattle assessment, the farmer must file a written intent within 14 days from the receipt of the validation report, notification of registration withdrawal or cattle assessment. An official appeal must be submitted within 30 days from the receipt of the validation report, notification of registration withdrawal or cattle assessment.

The same timelines are true for any other complaint or appeal (e.g., validator has 14 days to file intent of an appeal of grades and 30 days to file an official appeal upon receiving notification of grades).

All appeals and complaints are logged. Once a month, PCs must report any received appeals and complaints to the National Program Coordinator to facilitate management reviews. Appeals that are provincial in nature are to be reported but all supporting documentation is to be kept at the provincial level. Those appeals that are national in

nature are to be reported and supporting documentation is to be submitted to the National Program Coordinator.

Appeals and complaints are documented on Appeals and Complaints forms.

Investigations of appeals and complaints may involve reviewing documents, interviewing individuals involved and analyzing the circumstances.

The National Program Coordinator or PCs make the appeals and complaints procedure available upon request.

6. Forms

Please see appendix for sample forms.
Appeals and Complaints Form