

Dispute Resolution Process

Introduction

Matariki Forests is committed to building and maintaining positive relationships with all its stakeholders and respecting the legal and customary rights of the communities it works in. To address and resolve disputes effectively and fairly, Matariki Forests has established a dispute resolution process.

Principles

1. **Timeliness:** We respond promptly to all disputes, ensuring they are either resolved quickly or properly entered in our dispute resolution process.
2. **Cultural Consideration:** We engage with stakeholders in a culturally sensitive manner, respecting local customs and practices.
3. **Transparency:** We keep up-to-date records of all disputes, documenting steps taken to resolve them, outcomes, unresolved disputes, and plans for resolution.
4. **Operational Integrity:** We may cease operations in dispute-affected areas under specific conditions to prevent further conflict and promote fair resolution.

Dispute Resolution Process

- I. **Initiation of Dispute**
 - a. Stakeholders can initiate a dispute by submitting a complaint to Matariki Forests via the contact details provided below or online at our website: [Contact us | Matariki Forests](#).
 - b. Complaints should include details of the dispute, the parties involved, and any relevant documentation.
- II. **Acknowledgment and Preliminary Assessment**
 - a. We will acknowledge receipt of the complaint within five business days.
 - b. A preliminary assessment will be conducted within fifteen business days to gain a clearer understanding of the issue and what possible remediation steps may be required.
- III. **Engagement**
 - a. We will arrange an initial meeting with the complainant(s) to discuss the dispute.
 - b. If necessary, we will involve a mediator or facilitator to assist in the resolution process.
- IV. **Investigation and Dialogue**
 - a. We will conduct a thorough investigation of the dispute, gathering evidence, consulting relevant stakeholders, and engaging in dialogue with the parties involved.
 - b. We will provide regular updates to the complainant(s) on the progress of the investigation.
- V. **Resolution Proposal**
 - a. Based on the investigation findings, we will develop a resolution proposal and present it to all parties involved.
 - b. The proposal will outline steps to resolve the dispute, timelines, and any actions required by Matariki Forests or the complainant(s).

VI. Agreement and Implementation

- a. If all parties agree to the resolution proposal, we will draft and sign a formal agreement.
- b. We will promptly implement the agreed-upon resolution steps and monitor compliance and effectiveness.

VII. Appeal Process

- a. If the complainant(s) are not satisfied with the resolution proposal, they may request an appeal within ten business days of receiving the proposal.
- b. We will convene an independent review panel, to re-evaluate the dispute and propose an alternative resolution if necessary.

VIII. Documentation and Record Keeping

- a. We will document all disputes, including the steps taken to resolve them, outcomes, and unresolved disputes.
- b. We will maintain records securely and confidentially and make them available to stakeholders upon request.

Conditions for Ceasing Operations

We may cease operations in disputed areas if the dispute is:

1. Of substantial magnitude,
2. Of substantial duration,
3. Involving a significant number of interests.

We will only resume operations once the dispute is resolved, or a mutually acceptable interim agreement is reached.

Contact Information

For initiating a dispute or any inquiries regarding the dispute resolution process, please contact us on the phone, or online at: [Contact us | Matariki Forests](#):

Head Office

PO Box 9283, Newmarket, Auckland 1149

Level 1, 8 Mahuhu Crescent, Auckland 1010

Phone: (09) 302 2988