

regenagri

Appendix IV

Regenagri Grievance Mechanism

Version 1.0

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Log of Updates

Version	Updates	Update date	Effective date
Version 1.0	Initial release		24 September 2026

Introduction

Regenagri standards are international certification schemes for regenerative agriculture owned by Regenagri CIC (hereinafter referred to in this document as "Regenagri").

The Regenagri certification system requires certified organisations to establish mechanisms for receiving and addressing grievances related to their certified activities.

A grievance mechanism provides stakeholders, including workers, supply chain actors, and affected communities, with a structured process to raise concerns regarding the organisation's operations, compliance with Regenagri requirements, or impacts associated with certified activities.

An effective grievance mechanism contributes to transparency, accountability, and continuous improvement within certified organisations and the Regenagri supply chain. It enables organisations to identify and address issues at an early stage and promotes constructive dialogue with stakeholders.

Certification Bodies (CBs) shall verify, as part of the certification and surveillance process, that organisations have established and implemented grievance mechanisms consistent with the requirements defined in this section.

The grievance mechanism does not replace judicial or regulatory procedures but provides an accessible, non-judicial process for addressing concerns related to the organisation's activities.

How to read and use this document

All provisions using the verbal form "shall" are mandatory requirements for certification and continued certification under the Regenagri Farms certification scheme.

Provisions using "should" are recommendations intended to support effective implementation and performance against the Continuous Improvement (CI) framework.

Provisions using "may" indicate permission, and "can" indicate possibility or capability.

Related documents:

1. Regenagri Glossary (normative)
2. Regenagri Standard – Farms (normative)
3. Regenagri Auditing and Certification requirements (normative for CBs)
4. Regenagri Scoring Matrix (normative)
5. Regenagri Implementation Guidance (informative)

All current versions of documents are available at https://regenagri.org/.

1. Scope

This section establishes requirements for organisations to establish, implement, and maintain a grievance mechanism addressing concerns related to their certified activities under the Regenagri certification system.

The requirements apply to all organisations seeking or maintaining certification under the Regenagri standard.

The grievance mechanism shall address grievances related to, where applicable:

- Compliance with Regenagri requirements;
- Impacts of the organisation's activities on workers, communities, or other stakeholders;
- Supply chain integrity and traceability of certified products;
- Misuse or misrepresentation of Regenagri certification claims.

Certification Bodies shall assess the existence and implementation of the grievance mechanism during certification audits and surveillance activities.

The requirements defined in this section provide the basis for CBs to determine whether the organisation has established and implemented an effective grievance mechanism consistent with Regenagri requirements.

2. Grievance mechanism requirements

2.1. The organisation shall establish, implement, and maintain a documented grievance mechanism to receive, assess, and address grievances related to its certified activities.

2.2. The grievance mechanism shall be designed and implemented in a manner that is legitimate, accessible, equitable, transparent, rights-compatible, and based on engagement and dialogue, while serving as a source of continuous learning.

2.2.1. The organisation shall ensure that the grievance mechanism operates under clear governance arrangements, with defined responsibilities and oversight for receiving, assessing, and resolving grievances.

2.2.2. The organisation shall ensure that the grievance mechanism is accessible to relevant stakeholders.

2.2.3. The mechanism shall include:

a. Clearly communicated procedures for submitting grievances;
b. Anonymous and/or confidential reporting channels, where appropriate (see requirement 2.3. below in this document);
c. Communication in languages and formats appropriate for affected stakeholders;
d. Documented procedures and timelines for receipt, acknowledgement, investigation, resolution of grievances, and verification of agreed actions.
e. Clearly defined responsibilities and decision-making authority;

2.3. The organisation shall ensure impartial consideration of grievances and protect complainants, workers, and other stakeholders from retaliation.

2.4. The organisation shall ensure that grievances are handled fairly, transparently and without discrimination.

2.5. The organisation shall ensure that complainants are informed about the progress and outcome of their grievance, while respecting confidentiality where necessary.

2.6. The organisation shall review and analyse annually all grievances raised within the last 12-month period to identify systemic issues and opportunities for improvement.

2.7. Where relevant, the organisation shall implement corrections, corrective actions or other improvement measures to address the underlying causes of grievances and prevent recurrence.

2.8. Where appropriate, the organisation shall seek to resolve grievances through timely consultation, good-faith dialogue and engagement with affected stakeholders.



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