



Process for Addressing Complaints or Disputes Domtar Dryden Forestlands Operations

1. Formal complaint is submitted to Stewardship Coordinator via online form found on the Domtar Dryden Forestlands Website
<http://domtardrydenforestry.ca/>
2. Stewardship Coordinator logs the complaint in the complaints data base.
3. Stewardship coordinator sends complaint form to the Forestlands Manager within 3 business days of receipt
4. Forestlands manager reviews the complaint form and provides formal response to complainant within 10 business days
5. If the complaint is resolved the Forestlands manager advises the Stewardship Coordinator and provides any supporting documentation to be logged into the data base and the complaint is closed
6. If the complaint cannot be resolved, the Forestlands Manager will deem it a dispute and will follow the flowchart outlined as [DOMTAR DRYDEN PULP MILL FORMAL COMPLAINT AND DISPUTE REOLUTION PROCESS](#)
7. The Forestlands Manager will then communicate to the complainant that the complaint has escalated to a dispute and will advise the complainant of next steps (utilizing the flowchart as a guide). The Forestlands Manager will provide this communication to the Stewardship Coordinator for tracking and record keeping
8. The Forestlands Manager or designate will then provide all ongoing subsequent communications to the Stewardship Coordinator for tracking and record keeping. These communications must include:
 - a. Steps taken to resolve complaints and disputes
 - b. Outcomes of all complaints and disputes resolution processes, including, where applicable, fair compensation to workers for loss or damage to property, occupational diseases, or occupational injuries sustained while working for The Organization; and
 - c. If the dispute remains unresolved, the reasons they are not resolved, and how they will be resolved