



# CarbonNOW® Grievance Procedure

Version 1.0

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## 1. Purpose

This grievance procedure aims to provide a clear and transparent process for participants of the Locus Agriculture (Locus AG) CarbonNOW® program to address any complaints or issues regarding the program. The objective is to ensure all grievances are handled fairly, promptly and with due consideration.

## 2. Scope

This procedure applies to all farmers involved in the CarbonNOW program. It covers grievances related to any aspect of the program, including but not limited to project implementation, data management, payment issues and communication with project staff.

## 3. Definitions

**Grievance:** Any concern, complaint, or dispute raised by a farmer participating in the CarbonNOW Project.

**Grievant:** The farmer who raises a grievance.

**Grievance Committee:** The designated group of individuals responsible for reviewing and resolving grievances.

## 4. Procedure

### Step 1: Submission of Grievance

**Method:** Grievances can be submitted in writing via email, postal mail, or the online contact form hosted at [LocusAG.comCarbonNOW](https://LocusAG.comCarbonNOW).

**Information Required:** The grievance should include the grievant's name, contact details, a detailed description of the issue, and any relevant supporting documentation.

### Submission Address:

Email: Title 'CarbonNOW Grievance' to [CarbonNOW@locusag.com](mailto:CarbonNOW@locusag.com)

Postal Mail: CarbonNOW Grievance Committee, 30600 Aurora Rd, Ste 180,  
Solon, OH 44139



Online Form: <https://locusag.com/carbonnow/>

## Step 2: Acknowledgement of Grievance

**Timeline:** Within five business days of receiving the grievance, an acknowledgment receipt will be sent to the grievant, confirming that the grievance has been received and is being reviewed.

## Step 3: Initial Review

**Review Period:** The Grievance Committee will conduct an initial grievance review within 10 business days of the acknowledgment.

**Initial Response:** The grievant will be informed about the initial findings and the proposed next steps. If additional information is required, the grievant will be asked to provide it within a specified timeframe.

## Step 4: Investigation

**Investigation Period:** The Grievance Committee will conduct a thorough investigation, which may include interviews with relevant parties, document review and consultation with subject matter experts.

**Duration:** The investigation will typically be completed within 30 business days of the initial review. If more time is needed, the grievant will be informed of the delay and its reasons.

## Step 5: Resolution and Response

**Decision:** Upon completion of the investigation, the Grievance Committee will make a decision regarding the grievance.

**Notification:** The grievant will receive a written response detailing the findings, the decision, and any actions to be taken as a result of the grievance.

**Timeline:** The final response will be provided within 10 business days of the conclusion of the investigation.

## Step 6: Appeal Process

**Right to Appeal:** If the grievant is not satisfied with the decision, they have the right to appeal.

**Appeal Submission:** Appeals must be submitted in writing within 15 business days of receiving the final response.



**Review:** An Appeals Committee, separate from the initial Grievance Committee, will review the appeal.

**Decision:** The Appeals Committee will provide a final decision within 20 business days of receiving the appeal. This decision will be final and binding.

## 5. Confidentiality

All grievances will be handled with strict confidentiality. Information related to the grievance will only be shared with individuals directly involved in the resolution process.

## 6. Documentation and Record-Keeping

All grievances, investigations, and resolutions will be documented and stored securely. Records will be maintained for a minimum of five years.

## 7. Contact Information

For any questions or clarifications regarding the grievance procedure, please contact:

Grievance Officer: Jackie Boden

Email: [jboden@locusfs.com](mailto:jboden@locusfs.com)

Phone: 785-445-8153

Address: Locus Agriculture, 30600 Aurora Rd, Ste 180, Solon, OH 44139

## 8. Review and Updates

This grievance procedure will be reviewed annually and updated as necessary to ensure its effectiveness and relevance.

## 9. Conclusion

By adhering to this procedure, we aim to maintain a fair and transparent process for addressing any concerns or complaints from farmers participating in CarbonNOW.