

INTRODUCING THE ASI COMPLAINTS MECHANISM

ASI runs a global standards and certification program that covers the aluminium value chain from bauxite mining through to final products. A Complaints Mechanism is available for stakeholders that have concerns about our program.

BEFORE MAKING A COMPLAINT TO ASI:

Have you tried first raising the complaint directly with the organisation or person subject to the complaint? This gives them an opportunity to respond and ideally fix the situation directly.



ANYONE CAN MAKE A COMPLAINT



WHAT TYPES OF COMPLAINTS ARE CONSIDERED?

Complaints can be related to:

- Certification status of a Member
- Accreditation status of an Auditor
- Conduct of Members or Auditors during ASI audits
- Conduct of ASI with regards to its governance, policies and procedures
- Conduct of individuals involved in ASI governance
- Any other matter that ASI considers it should be involved in, to help resolve



WHAT HAPPENS WHEN YOU SUBMIT A COMPLAINT?

Every Complaint submitted to ASI will be carefully reviewed and responded to. Where a Complaint is within scope, it will follow our published processes. This can include initiating a dialogue process between the parties or a formal investigation conducted by an independent panel.



DOES IT COST MONEY?

ASI aims to minimise the costs of the Complaints process for all parties so as to maximise accessibility.

Where external costs are involved, the Complaint parties will need to agree on the sharing of costs. ASI will generally waive external costs of Complaints and appeals processes where:

- The Complaint is raised by Indigenous Peoples organisations
- The Complaint is raised by small civil society groups or affected communities

For Complaints involving Indigenous Peoples, ASI will discuss with Complainants and the Indigenous Peoples Advisory Forum on a case by case basis how translations and other support can be provided where appropriate.

WHERE TO FIND OUT MORE

The full Complaints Mechanism, including a Complaints Form, is available at:



aluminium-stewardship.org/complaints-mechanism

Contact the ASI Secretariat:



info@aluminium-stewardship.org

Third-party hotline:



aluminium-stewardship.ethicspoint.com