

Complaints and appeals procedure

A proposed route for concerns about mines, staff conduct or verification decisions.

Draft for ASMRAF review - Version 0.2 - 14 October 2026

Prepared for the South African launch. These are proposed rules, not confirmation that legal arrangements, staff or services are in place.

1. Who can raise a concern

Miners, workers, communities, buyers and other affected people may raise concerns. Good-faith complaints must not lead to retaliation or automatic rejection of a mine. A complaint addresses a concern or conduct; an appeal requests reconsideration of a decision. Neither creates an automatic favourable outcome.

2. Make contact safely

Email info@asmraf.org with a short description, relevant MUCC code, dates and a safe way to reply. Do not send ID documents or sensitive evidence until a secure route is agreed. Email reveals the sender's address and is not anonymous. A representative may assist with permission. Phone, WhatsApp, a staffed web assistant and an anonymous reporting service are not yet operational.

3. Log and triage

The proposed process assigns a case reference, acknowledges receipt and checks immediate safety, safeguarding, fraud and privacy risks. Tell the person who will handle the case and the expected update date. Response targets and staffing still need approval; the website does not promise round-the-clock human support. Emergencies should go to appropriate local emergency services.

4. Review and decide

Assign a reviewer without a conflict, seek necessary evidence fairly and keep personal details restricted. Record findings, reasons, action owners and follow-up. Explain the outcome in plain language, including any limits on what can be disclosed. An appeal should be reviewed by someone not responsible for the original decision. Do not assert an appointed arbitrator until one is agreed.

5. Close and learn

Record communication and whether remedies were verified, rather than closing a case when an email is sent. Explain any further review route. Do not invent an appeal deadline while the rules remain unapproved. Maintain a restricted complaints register and review trends without publishing identities.

Before adoption

Confirm case owner and independent appeal route, test the mailbox and secure evidence channel, and approve response targets and appeal rules.

Proposed accountable role: ASMRAF complaints lead. Record named appointments and an adoption date before operation.