



Complaints & Disputes Procedure

Irish Forest Owners (IFO) is committed to managing the Group Certification Scheme in a fair, reasonable and professional manner and to maintaining constructive engagement with forest owners, neighbours, local communities and other stakeholders.

IFO recognises that complaints, concerns or disputes may arise from time to time in relation to certified forest management activities or the operation of the IFO Group Certification Scheme.

Complaints, concerns or disputes may be submitted in person, in writing by email or using the contact form available on the IFO website.

All matters raised will be treated and handled in a fair, impartial, and professional manner. Where appropriate, issues may be recorded, reviewed and investigated by IFO.

IFO will endeavour to acknowledge complaints within two weeks and, where appropriate, to conclude its review within three months. If a complaint cannot be investigated or resolved within a reasonable timeframe, IFO will endeavour to keep the complainant informed of progress.

Where possible, issues should be resolved informally through constructive communication and engagement between the relevant parties.

Access, ownership or boundary-related disputes may involve direct discussion, site meetings or review of relevant supporting information, including Land Registry folio maps, title information or other documentation where appropriate.

Concerns may occasionally arise in relation to forest operations, including temporary disruption affecting neighbouring properties, road users or recreational users. Reasonable measures should be taken, where practicable, to promote public safety and minimise operational impacts.

IFO may decline to investigate complaints that fall outside the scope of the Group Certification Scheme or where insufficient information is provided to enable a reasonable assessment of the matter.

IFO is committed to considering all complaints fairly and impartially. However, where a complaint is judged to be repetitive, vexatious, abusive, harassing, contains unreasonable demands, or raises matters that have already been fully considered and responded to, IFO reserves the right to limit or cease further correspondence on the matter. In such cases, IFO may notify the complainant that the matter is regarded as closed unless significant new evidence or information is provided.

IFO may review and update this procedure from time to time as required.