SIZA Voice for All Programme

SIZA®
SUSTAINABLE AGRICULTURE IN SOUTH AFRICA

How does the Voice for All Programme Work?

All farms, packhouses, and processing facilities have internal grievance mechanisms in place, which are monitored through SIZA's third-party audit process. However, if concerns remain unresolved and relate to violations of the SIZA Code of Conduct or standard requirements, they may be escalated to the SIZA Voice for All Programme.

Issues outside SIZA's mandate will be referred to the appropriate parties or escalated to appellando for further investigation through their established structures.

Phases

01 Grievance Logged with SIZA

During this phase, SIZA receives grievances through various channels integrated into the programme, including a toll-free line, WhatsApp number, social media messages, and direct telephone or email communication with the SIZA office. In addition, an online complaints platform ensures that all grievances—regardless of the source—are centrally logged, tracked, and monitored to support data reporting and the resolution process.

02 Internal Investigation and Solutions

During Phase 2, if a grievance is deemed valid and not simply a request for information or assistance, it is formally investigated and assessed for urgency and severity. At this stage, SIZA's internal grievance committee becomes actively involved in working toward a resolution.

If the issue falls within SIZA's scope, an internal mediator is appointed to manage the case using one of two resolution methods:

1. Internal mediation between the complainant and the responsible party, or
2. Joint mediation involving collaboration between SIZA and relevant external stakeholders to reach a fair and timely resolution.

If possible, SIZA will provide feedback to all involved and close the grievance on the digital platform.

03 The Integrity Resolution and Advisory Panel

If a grievance remains unresolved after Phase 2, it is referred to the external and independent SIZA Integrity Resolution and Advisory Panel, which is formally notified to review the case and recommend an appropriate course of action. This panel plays a critical role in ensuring the credibility and integrity of the grievance process. It may recommend escalation to an appropriate external body or intervention, such as a social worker practice, the grievance training programme, or an industry group, or call for a formal independent investigation or an unannounced audit with proposed corrective actions.

SIZA, in collaboration with the panel, is responsible for overseeing the implementation and eventual closure of the grievance.

04 Escalation to Customers by appellando

During this phase, appellando presents the complaint to affiliated supply chain end-users for a joint recommendation of remediation. In cases of Level 4 escalation, all affected appellando retailers/stakeholders are involved by disclosing the company's name. If a grievance is logged via the appellando system, the appellando process is followed. This process also sets out how grievances are resolved in line with appellando's timelines and priority levels.

05 South African Stakeholder Forum

This forum, where both SIZA and appellando are involved, reviews and discusses case studies of various grievances, enabling a collaborative environment and shared understanding of grievances and their resolution.

appellando
alliance for grievance mechanisms in supply chains

Scan here to view the poster in multiple languages.

Scan here to watch the SIZA Voice For All video.

Scan here to lodge a grievance.

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