SIZA Voice for All Programme

Business's Internal Grievance System

All farms, packhouses, and processing facilities have internal grievance mechanisms in place, which are monitored through SIZA's third-party audit process.

PHASE 1:

Logde a Grievance

Any interested party can log a grievance through SIZA's Voice for All platforms via the Toll-free Hotline, WhatsApp, Social Media, Email, In-Person, Digital Grievance Line

PHASE 2:

Internal Investigation and Solutions

The SIZA mediator is appointed and evaluates the complaint details and determines whether the complaint can be resolved by SIZA through internal.

Grievance Closed or Referred to Phase 3

Yes

Closed

No

PHASE 3:

The Integrity Resolution and Advisory Panel

The case 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.

Closed

Grievance Closed or Referred to Phase 4

Yes

No

PHASE 4:

Escalation to Customers by appellando

Through multi-stakeholder engagement appellando will present the complaint to affiliated supply chain end users for a joint recommendation of remediation.

Closed Feedback to All Participants

PHASE 5:

South African-stakeholder Engagement Forum

Case studies are presented and discussed at this forum