GRIEVANCE STAGES | RESPONSIBLE PARTY & BRIEF DESCRIPTION | PLATFORM MANAGER | AUDIT PROGRAMS | SMELTERS & REFINERS | DOWNSTREAM COMPANIES
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1 RECEIVED | Grievance submitted to MGP or identified in news reporting by Platform Manager. | PLATFORM MANAGER | AUDIT PROGRAMS | SMELTERS & REFINERS | DOWNSTREAM COMPANIES
2 VERIFICATION & ASSESSMENT | Platform Manager performs initial assessment to determine risk tier. | | | | |
3 AUDIT PROGRAM REVIEW - INITIAL ASSESSMENT | Audit program reviews initial assessment and determines whether to request a more in-depth analytical product (i.e., an investigative summary or an investigative dossier). | | | | |
4 ANALYSIS | Platform Manager creates investigative summary or investigative dossier. | | | | |
5 AUDIT PROGRAM REVIEW - ANALYSIS | Audit program reviews investigative summary or investigative dossier. | | | | |
6 CONTACT RESPONDENT | Audit program contacts respondent. | | | | |
7 AUDIT PROGRAM & RESPONDENT DIALOGUE | Audit program and respondent discuss the grievance and associated analysis. | | | | |
8 PREPARE CORRECTIVE ACTION PLAN (CAP) | Audit program and respondent create an action plan to mitigate the grievance. | | | | |
9 MITIGATION | Respondent implements the CAP. | | | | |
10 AUDIT PROGRAM REVIEW - CAP RESULTS | Audit program reviews the results of the CAP. | | | | |
11 CLOSED | If the grievance is designated Tier 4, it will be reviewed by the Platform Manager and audit programs to determine whether it should enter the MGP grievance review process. If it does not enter the review process, it will be designated as “Out of Scope.” | | | | |
12 OUT OF SCOPE | If a grievance is designated Tier 4, it will be reviewed by the Platform Manager and audit programs to determine whether it should enter the MGP grievance review process. If it does not enter the review process, it will be designated as “Out of Scope.” | | | | |

I OPEN FOR APPEALS | The grievance information and CAP results are made available to downstream users. Other MGP users can appeal the closure of a grievance if they believe that the CAP was not sufficient. | | | | |
II INDEPENDENT REVIEW COMMITTEE (IRC) REVIEW PROCESS | If an appeal is filed, the IRC reviews the CAP and its results. | | | | |
III IRC DETERMINATION | The IRC determines whether the CAP was sufficient or whether additional action is needed. If additional action is needed, the grievance returns to Audit Program & Respondent Dialogue. | | | | |