

GRIEVANCE STAGES	RESPONSIBLE PARTY & BRIEF DESCRIPTION	PLATFORM MANAGER Can edit grievance details, view and upload attachments, and update stages	AUDIT PROGRAMS Can edit grievance details and view and upload attachments for grievances relevant to their members	SMELTERS & REFINERS Can submit press releases and view some grievance details for grievances relevant to their supply chain	DOWNSTREAM COMPANIES Can view published press releases and some grievance details
1 RECEIVED	Grievance submitted to MGP or identified in news reporting by Platform Manager.				
2 VERIFICATION & ASSESSMENT	Responsible Party PLATFORM MANAGER Platform Manager performs initial assessment to determine risk tier.				
3 AUDIT PROGRAM REVIEW - INITIAL ASSESSMENT	Responsible Party AUDIT PROGRAM 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	Responsible Party PLATFORM MANAGER Platform Manager creates investigative summary or investigative dossier.				
5 AUDIT PROGRAM REVIEW - ANALYSIS	Responsible Party AUDIT PROGRAM Audit program reviews investigative summary or investigative dossier.				
6 CONTACT RESPONDENT	Responsible Party AUDIT PROGRAM Audit program contacts respondent.				
7 AUDIT PROGRAM & RESPONDENT DIALOGUE	Responsible Party AUDIT PROGRAM & RESPONDENT Audit program and respondent discuss the grievance and associated analysis.				 Beginning in this stage, downstream users can post questions about specific grievances using the MGP chat box.
8 PREPARE CORRECTIVE ACTION PLAN (CAP)	Responsible Party AUDIT PROGRAM & RESPONDENT Audit program and respondent create an action plan to mitigate the grievance.				 Downstream users cannot see CAPs, but audit programs may reach out to downstream companies to encourage mitigation from smelters and refiners.
9 MITIGATION	Responsible Party RESPONDENT Respondent implements the CAP.				 Downstream users cannot see CAPs, but audit programs may reach out to downstream companies to encourage mitigation from smelters and refiners.
10 AUDIT PROGRAM REVIEW - CAP RESULTS	Responsible Party AUDIT PROGRAM Audit program reviews the results of the CAP.				 Downstream users cannot see CAP results unless the respondent chooses to share.
11 CLOSED	Responsible Party AUDIT PROGRAM, PLATFORM MANAGER, & RESPONDENT If the audit program considers the grievance successfully mitigated, the grievance is closed. The respondent may provide a press release or other statement that the Platform Manager can post publicly on the MGP Home Page. If the grievance is not successfully mitigated, the grievance returns to Audit Program & Respondent Dialogue.				
12 OUT OF SCOPE	Responsible Party PLATFORM MANAGER & AUDIT PROGRAMS 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	Responsible Party MGP USERS The grievance information and CAP results are made available to some extent to other audit programs and 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	Responsible Party IRC If an appeal is filed, the IRC reviews the CAP and its results.				
III IRC DETERMINATION	Responsible Party IRC 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. A summary of the IRC's decision is then made available to all MGP users.		 Audit programs are able to see the full scope of the IRC's determination for grievances relevant to their members.	 Respondents are able to see the full scope of the IRC's determination for grievances relevant to them.	