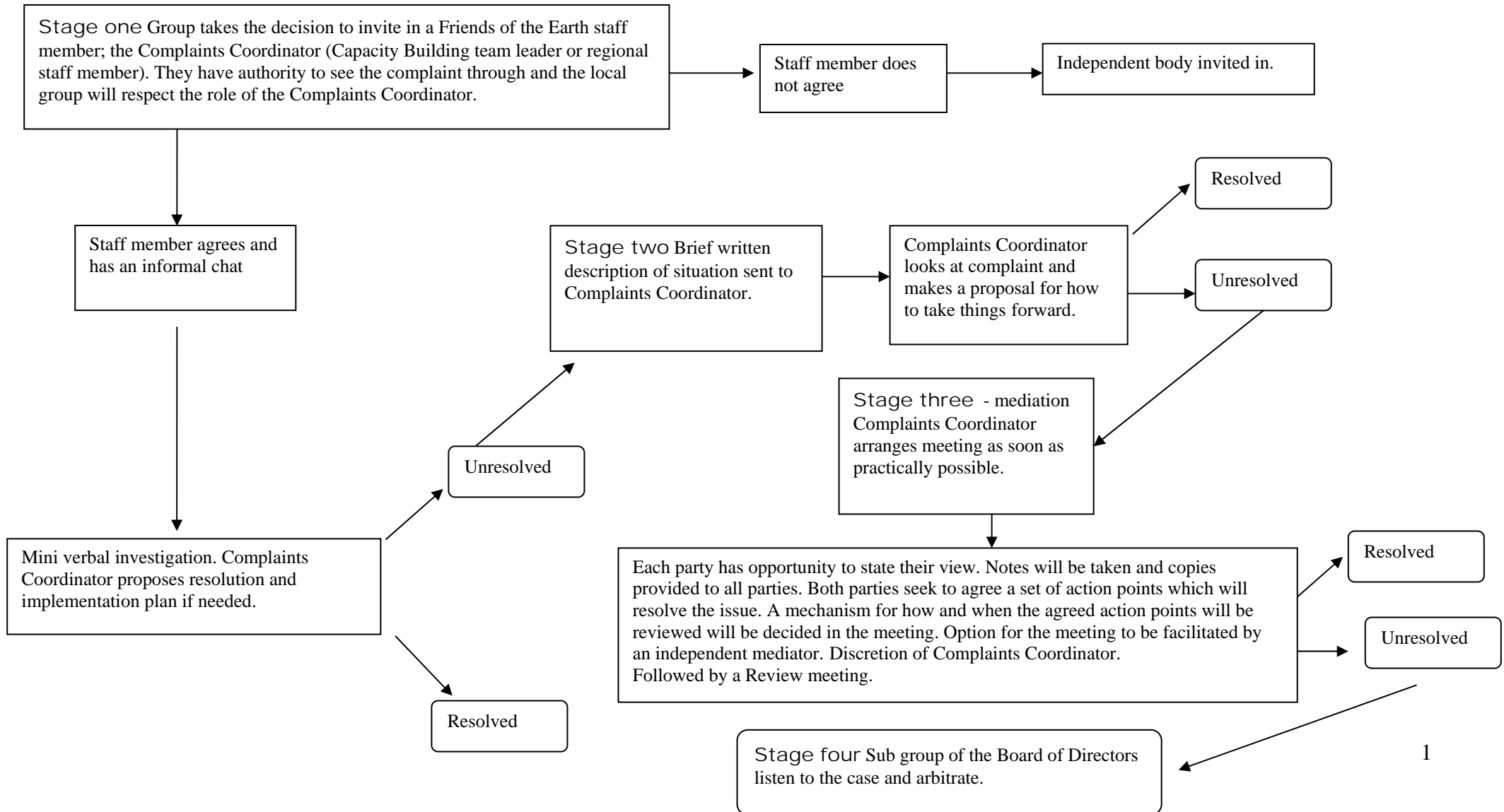


# Complaints procedure diagrams

## Scenario one

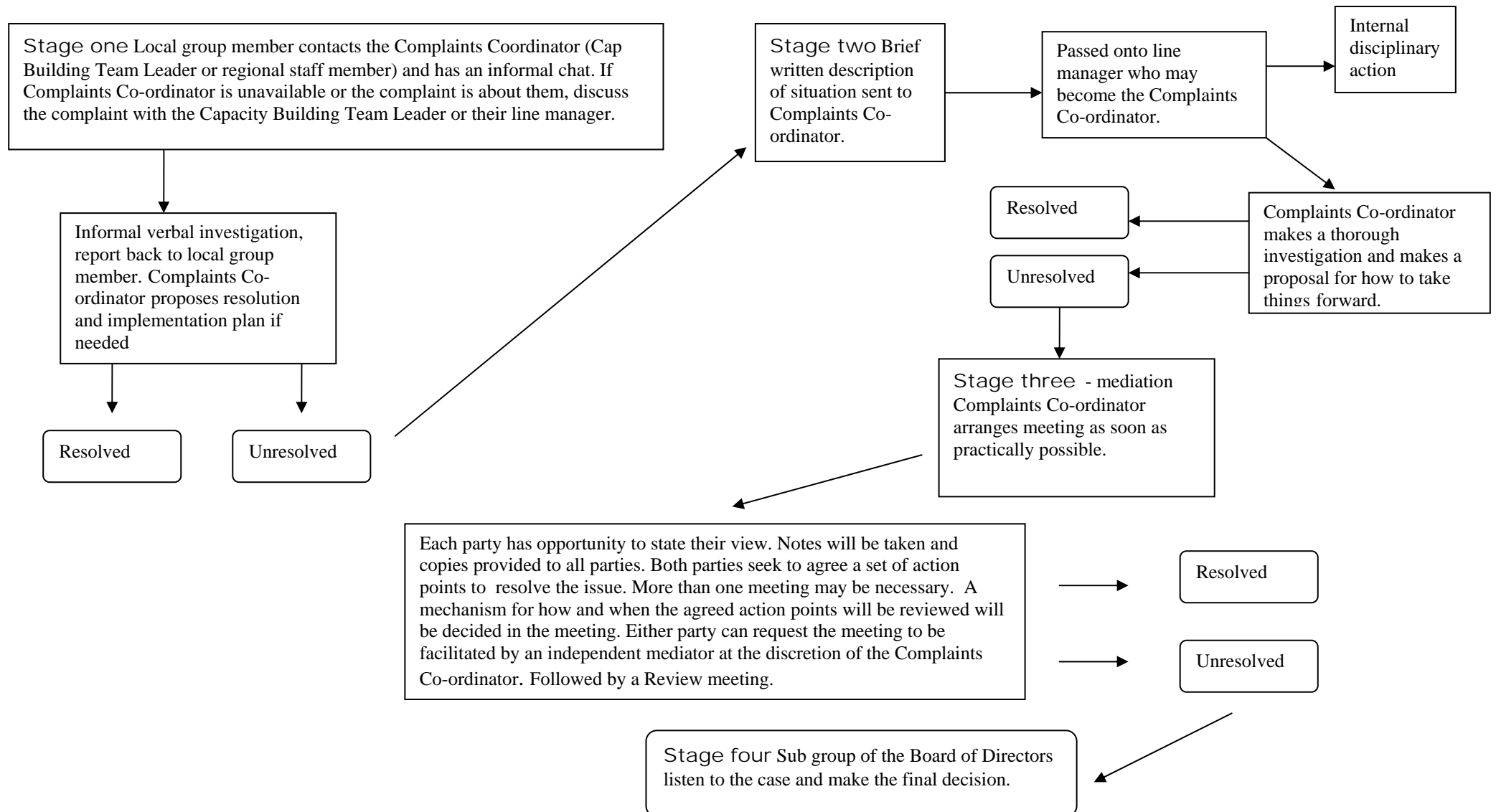
For an internal dispute exclusively within a local group or a local group network, where members are not upholding the Partnership Agreement

Friends of the Earth staff do not have jurisdiction where the impact of behavior within the group will not affect Friends of the Earth's reputation. Group only moves to Stage one once it has tried to sort out the situation itself, by selecting a suitable person from the group to mediate.



## Scenario two

For local group members wishing to complain that Friends of the Earth England, Wales and Northern Ireland (EWNI) or a staff member of Friends of the Earth has not upheld the Partnership Agreement.



### Scenario three

For staff members wishing to complain that a local group member or local group is not upholding the Partnership Agreement

