NativState

Grievance and Dispute Resolution

Public summary · NativState Forest Management Group · October 2026

NativState is committed to resolving concerns about its forest management fairly, openly and promptly, and out of court wherever possible. If our management activities, or those of a forest owner in our certification group, have affected you, your property or your community, we want to hear from you.

Who can raise a concern

Anyone: neighbors and adjacent landowners, local residents and communities, Native American tribal nations, workers and contractors, landowners in the group, and any other interested person or organization. The process covers all forestland in the NativState Forest Management Group and all management activities on it, including work done by contractors and timber buyers.

How to contact us

Online: grievance form at nativstate.com

Email: bpalmer@nativstate.com

Phone: 601-870-6222 (Forest Certification) · (501) 358-6282 (office)

Mail or in person: NativState, 1510 Mill Street, Conway, AR 72034

You can call or speak with us in person at any time. To open a formal grievance, please put it in writing (email, the online form, a letter, or the form on page 2) with your name and contact details, what happened, where and when, and any photos or documents that help explain it. You may ask that your concern be kept confidential.

What happens next

Step	What we do
Within 3 business days	We confirm we have received your concern.
Within 7 business days	We review it to understand the issue and decide the next steps.
Within 15 business days	We gather the facts, including a site visit where needed, and talk with you directly to find a solution.
Within 30 business days	We tell you the outcome or the action we will take, and why.
If it takes longer	We explain why and send you a written update at least every 30 business days until it is closed.

Every concern is recorded and tracked until it is resolved. Where we find something was not done correctly, we take corrective action and check that it worked.

Our commitments

- **Fair compensation.** Where our activities have caused loss or damage, we work with you to agree fair compensation. Injuries or illness suffered by workers are covered through workers' compensation insurance.
- **Serious disputes.** If a dispute is serious enough that continuing work could cause lasting harm, we stop the related activity in that area until the matter is resolved and our certification body confirms we can continue.
- **Tribal rights.** If an activity affects the rights of a tribal nation, we halt that activity while the right is upheld and work with the tribe to resolve it.
- **No retaliation.** No one will be penalized for raising a concern in good faith. Workers can report harassment or discrimination confidentially.
- **Openness.** A summary of concerns received and how they were resolved, with personal details removed, may be shared in our public reports.

If you are not satisfied

We ask everyone to work with us in good faith. If we cannot reach agreement, you may take the matter further:

- Concerns about our conformance with FSC requirements can be raised directly with NativState's FSC certification body.
- Concerns about the FSC certification system can be raised through FSC's complaints process (fsc.org).
- Concerns about a certification body can be raised with Assurance Services International (asi-assurance.org).
- Concerns about SFI-certified practices can also be raised through the Arkansas SFI Implementation Committee.

This is a public summary of NativState's Grievance & Dispute Resolution Procedure (NS-PROC-005, version 5, 22 October 2026), provided free of charge in line with the FSC US Forest Stewardship Standard (FSC-STD-USA-02-2026, Criterion 1.6) and the SFI 2022 Forest Management Standard. The full procedure is available on request.

NativState

Grievance Form

Return by email, mail or in person, or use the online form at nativstate.com

Your contact information

Name

Email

Phone

Preferred way to contact you (email / phone / mail)

Street address

City, State, ZIP

About your concern

Date of the incident or concern

Location (county, road, landmark or property, if known)

Please describe the concern in as much detail as you can, including what happened, who was involved and what outcome you are seeking.

Supporting documents or photos attached? ☐ Yes ☐ No Please keep my concern confidential ☐

Signature (optional)

Date

Send to: NativState, 1510 Mill Street, Conway, AR 72034 · bpalmer@nativstate.com · 601-870-6222
We will confirm receipt within 3 business days.