

Who	What	When
Any victim or witness	- Report to regional coordinator	No time limit (ideally within 30 days)
	- Reach out to any ILC team member	
	- Email: ilcsafespace@landcoalition.info	
Step 1 – Informal Complaint		
Regional Coordinator + Gender Focal Point + Gender Justice Advisor	- Assess if informal resolution is possible	Within 30 days of complaint
	- Inform the Committee	
	- Notify alleged offender; issue warning; request to stop	
Outcome A: Complainant satisfied	Case closed; warning recorded	—
Outcome B: informal resolution rejected	Case moves to Step 2	—
Step 2 – Formal Complaint		
Complainant	Submit written formal complaint to the Committee	Within 15 days
Committee	- Interview complainant, witnesses, alleged offender	Ideally within 40 days
	- Review evidence	
	- Draft findings report	
	- decides consequence for the offender	
Notification		
ILC	- Inform complainant & offender of outcome (email)	Within 10 days of decision
	- Inform offender’s organisation	
	- Request new focal point if representation is suspended	
Appeal		
Offender	Submit written appeal with new information	Within 30 days of notification
Coalition Council representatives and ILC Director	Review appeal and issue final decision	Within 15 days