

# WageMap Complaints & Dispute Resolution Procedure

**Version: June'25**

## **Introduction**

WageMap is a global consortium of Living Wage data and service providers driving global alignment across Living Wage methodologies and frameworks.

### Our Vision

All workers receive a Living Wage

### Our Mission

Drive alignment across Living Wage methodologies and frameworks through creating a Living Wage Reference Standard, while strengthening implementation support and expanding the global Living Wage movement

### Our Guiding Principles / Values

1. **Transparency:** Share information, actions, decisions, and decision-making processes in a clear and accessible manner to all stakeholders involved.
2. **Human Rights:** Uphold the fundamental, universal, inalienable and indivisible rights that every person is entitled to.
3. **Evidence-Based Decision Making:** Prioritize evidence-based insights in all decisions, minimizing political influences. Involve both external and internal experts to ensure a well-rounded perspective on each issue.
4. **Multiple Perspectives:** Consider multiple perspectives on any given topic or question to inform decisions. Ensure that the ultimate goal remains the guiding principle throughout the decision-making process.
5. **Adherence to Academic Standards:** Apply rigorous academic norms, such as the principle of hearing both sides (*audi alteram partem*), forming and revising hypotheses, and maintaining scholarly integrity.

WageMap was founded by six organizations: BSR, the Loughborough University Centre for Research in Social Policy, Living Wage For US, Inc., the Living Wage Foundation, NewForesight, and WageIndicator.

## **Objectives**

Despite our guiding values, we realize that sometimes we get things wrong and that not everyone will agree with everything we do. For this reason, we welcome and value feedback as this enables us to listen, learn, and to improve what we do and how we do it. Feedback and complaints help us continue to strive for excellence in our work.

The dispute resolution process aims to provide an impartial and accessible mechanism for resolving complaints and grievances.

The objectives of this process:

- Listen to and document complaints on any aspect of the WageMap project
- Investigate and take appropriate action regarding complaints and disputes
- Take necessary corrective actions
- Disclose decisions to relevant stakeholders
- Maintain a record of all complaints and resulting actions for at least five years, maintaining confidentiality of complainants & aggrieved parties, where appropriate or requested
- Use the information for risk management, evaluation and learning

### **Procedure**

WageMap seeks to manage complaints in a fair and neutral manner, working with all parties to resolve an issue:

- Submit complaints via Joost Backer, the Project Management Office (PMO) – [joost.backer@newforesight.com](mailto:joost.backer@newforesight.com). Complaints will be acknowledged by Wagemap within 10 working days of a complaint being submitted
- WageMap will inform any additional individuals and organizations who are named in a formally submitted complaint within 10 working days of receipt
- WageMap will aim to resolve the complaint informally with the complainant – and avoid escalation throughout the dispute resolution process. If this is not successful, the following steps are taken.
- WageMap will implement a thorough and fair investigation to establish the facts surrounding the complaint. We will attempt to provide a full, written response within 20 working days of acknowledgement of submission. There may be occasions where this is not possible, and the complainant will be notified and advised of a date when a response should be received. If new, relevant, information needs to be presented (which has not been previously submitted), this will result in longer timeframes.
- WageMap will inform the complainant and any affected parties of the outcome of the investigation and any corrective actions proposed.
- If the outcome requires corrective action(s) the parties involved will agree on deadlines for the action(s) to be taken
- Records will be maintained of the complaint and corrective actions for five years
- When notifying you of the outcome of our investigation and any follow-up action taken, we will confirm to whom you should submit a complaint outside of WageMap, should you wish to contest the outcome