



AMT Grievance Procedures

Purpose

To resolve conflicts between Raters and MFIs should they arise.

Composition

The Panel is composed of three members from AMT's Board of Directors. The Board designates a Panel President who chooses two other members in consultation with the parties to the conflict; one in consultation with the MFI and the other in consultation with the Rating Agency.

Lodging a Complaint

The member in question, be it an MFI or rating agency, may lodge a complaint by writing to the Board and explaining their grievance. This may be done via email, fax or postal mail.

Proceedings

If possible, the Panel meets in person during an AMT meeting. In special circumstances, for instance if AMT does not meet within a reasonable time, the Panel can decide to meet by telephone conference or through other means of communication.

The Panel must hear both parties to the conflict. Opinions are issued in writing. Both parties have two weeks to comment on a draft opinion before it is made final.

Decisions ('Opinions')

The Panel issues an opinion on the conflict and it recommends future conduct to the parties. Decisions are taken unanimously by all three members.

The Panel has persuasive but not punitive powers. Wherever possible it should attempt to reconcile the two parties. If that is not possible, it can issue an opinion that goes against the wishes of one or both of the parties to the conflict. Opinions are published.

The Panel does not issue an opinion on the results of the rating. It comments on the process, by which a rating opinion was reached.