

# Complaint Resolution Procedure

May 2019



**Sustainable  
Timber  
Tasmania**

## Document Summary

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## Version Control

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v.2	10 May 2019	Engagement and Land Management Manager	New Template, contact details updated, alignment with FSC National Standard



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# 1. Purpose

To establish standards and procedures under which Sustainable Timber Tasmania (STT) will respond to and aim to resolve complaints and disputes at the earliest possible opportunity.

# 2. Scope

The Complaints Policy and Complaint Resolution Procedure will be followed for complaints against STT, its operations, staff or contractors by external stakeholders not covered by other processes such as contractual mechanisms or Public Interest Disclosures. For internal stakeholders, there are existing People and Culture processes in place which should be used in the first instance when appropriate.

# 3. Definitions and Acronyms

<b>Complaint:</b>	Defined in the Australian Standard (AS ISO 10002-2006) as <i>'an expression of dissatisfaction made to an organisation relating to its products or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected'</i> .
<b>Complainant:</b>	Any person or entity making a complaint.
<b>The Australian Standard:</b>	Australian Standard for Customer satisfaction – Guidelines for Complaints Handling in Organisations (AS ISO 10002-2006).

# 4. References

<b>Policies:</b>	Complaints Policy Public Interests Disclosures Policy - Procedures
<b>Australian Standard:</b>	Australian Standard for Customer Satisfaction – Guidelines for Complaints Handling in Organisations (AS ISO 10002-2006)

# 5. Guiding Principles

STT will be guided in its response to complaints by the Australian Standard for Customer Satisfaction – Guidelines for Complaints Handling in Organisations (AS ISO 10002 – 2006):

<b>Guiding Principle</b>	<b>Sustainable Timber Tasmania will:</b>
Visibility	Publish the Complaints Policy and Complaint Resolution Procedure on the STT website.
Accessibility	Make readily available copies of the Complaints Policy and Complaint Resolution Procedure for download or collection.



Responsiveness	Acknowledge each complaint when it is received, investigate as required, and respond in a timely manner. Where complaints involve a number of steps in the process, complainants will be kept informed of progress.
Objectivity	Treat every complaint with courtesy and respect and ensure appropriate review or investigation by staff other than those directly subject to the complaint.
Charges	Not impose any charge for responding to a complaint.
Confidentiality	Protect personal information relating to the complaint and will not disclose personal information unless required by law without the written consent of the complainant or anyone else whose personal information may be involved.
Investigation	Investigate all relevant circumstances and information surrounding a complaint before reaching a determination.
Customer Focus	Approach each complaint with a view to understanding the concerns or needs of the complainant, and to respond in a way which is fair, effective and appropriate.
Resolution	Aim to resolve each complaint within internal complaints handling procedures, and to facilitate external review of complaints which it is unable to resolve.
Accountability	Require managers to be accountable for responding to complaints within their work unit, senior managers to be accountable for responding to complaints which are not resolved at the work unit level, with that ultimate responsibility for the Complaints Policy and Complaint Resolution Procedure is accepted by the Chief Executive Officer.
Continuous Improvement	Review periodically the efficiency and effectiveness of the Complaints Policy and Complaint Resolution Procedure to identify areas for improvement and implement results.



## 6. Making a complaint

STT aim to resolve complaints and disputes as soon as possible, and stakeholders should address their complaint in the first instance to the relevant management by:

- Letter to Sustainable Timber Tasmania at:
  - Head Office, Level 1, 99 Bathurst Street Hobart, 7000
  - Southern Region, Building 2, 26 Lampton Avenue, Derwent Park, 7009
  - Northwest Region, 2-4 East Cam Rd., Camdale 7320
  - Northeast Region, PO Box 126, Scottsdale 7260
- Telephone to:
  - Head Office 6169 2800
  - Southern Region 6235 8100
  - Northwest Region District 6433 2666
  - Northeast Region District 6350 6466
- In person during business hours at:
  - Southern Region, Building 2, 26 Lampton Avenue, Derwent Park, 7009
  - Northwest Region, 2-4 East Cam Rd., Camdale
  - Northeast Region, Level 1 24 King St., Scottsdale

In the event that the initial contact does not satisfactorily resolve your issue, or if you are not comfortable raising the matter with local management, your complaint can be addressed to the Engagement Team by:

- Email to:
  - [stakeholder@sttas.com.au](mailto:stakeholder@sttas.com.au)
- Letter to:
  - Engagement Team, Sustainable Timber Tasmania, Level 1, 99 Bathurst Street Hobart, 7000
- Telephone to:
  - 03 6169 2868

## 7. Supporting information

To clarify the issues raised and assist a timely response, STT recommends that where possible, complaints are made in writing.

To support the complaint, information should include:

- The name and contact details of the complainant;
- The nature and details of the complaint, including dates, times and STT staff or contractors who were involved; and
- Copies of any supporting statements or documents.



## 8. Procedure

The complainant will be treated with courtesy and respect and kept informed throughout the process. STT will aim to progress each complaint in a timely, thorough and appropriate manner.

STT will record and action all complaints from external parties in its Consultation Manager system. This will include recording resolution outcome with supporting reasoning if resolution is not possible. If the complaint investigation results in the identification of a significant incident or required system improvement, a corrective action request will be lodged within STT's Corrective Action Request system.

Step	Details	Person responsible
<b>1.</b>	<b>Acknowledge Complaint</b>	
1.1	STT will acknowledge the complaint in writing as soon as practicable after it is received.	
1.2	The complaint will be referred in the first instance to the relevant operational unit manager, who will be responsible for assessment, investigation and response. This will include an assessment to cease any relevant forest operations.  STT's aim will be to resolve the complaint at this first stage of the process.	Operational Unit Manager
<b>2.</b>	<b>Complaint Review</b>	
2.1	Where the complainant is not satisfied the issue has been resolved, he or she may ask for a review.  In such cases the matter will be reviewed initially by the relevant STT General Manager. The relevant STT General Manager will be responsible for assessment, investigation and response. This will include an assessment to cease any relevant forest operations.	Relevant General Manager
<b>3.</b>	<b>Complaint Secondary Review</b>	
3.1	Where the initial review also fails to achieve a resolution, STT will provide a second avenue of review by the Chief Executive Officer. The Chief Executive Officer will be responsible for	Chief Executive Officer



assessment, investigation and response. This will include an assessment to cease any relevant forest operations.

#### 4. Complaint External Review

**4.1** Where a matter remains unresolved following the STT internal review process, the complainant may seek review by the Ombudsman.

Complainant

STT will cooperate fully with any review or investigation by the Ombudsman.

The Ombudsman's office can be contacted in any of the following ways:

**Enquiries:** Monday to Friday 9:00am-5:00pm (excluding public holidays)

**Phone:** 1800 001 170 (free call in Tasmania)

**Email:** [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)

**Street:** NAB House, 6/86 Collins Street, Hobart 7000

**Postal:** GPO Box 960 Hobart 7001

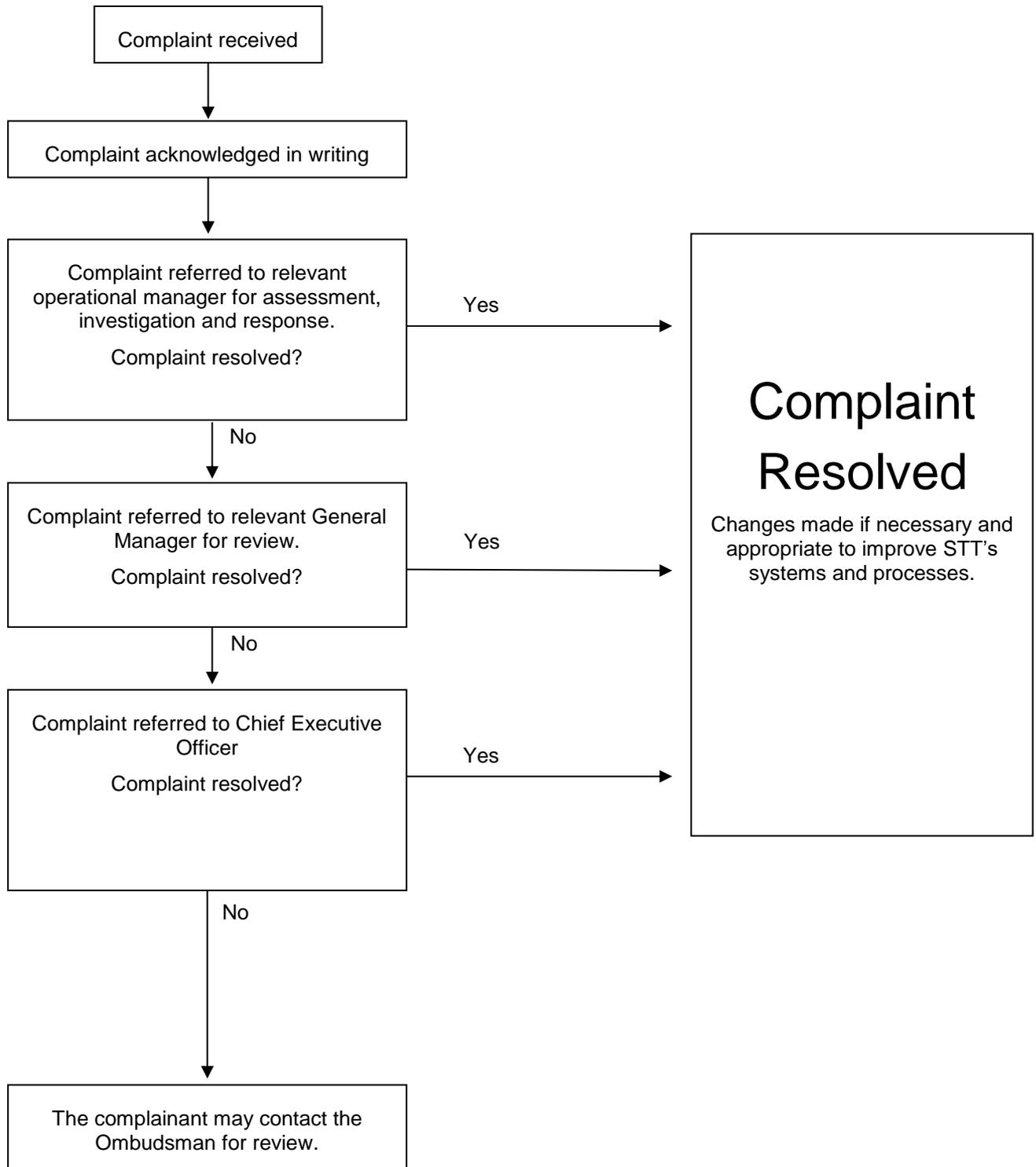
The Ombudsman's office provides extensive information on how to lodge a complaint. This can be accessed on line at [www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)

## 5. Continuous Improvement

STT will immediately redress any identified areas of deficiency in the Complaints Policy and Dispute Resolution Procedure and will review its efficiency and effectiveness every three years to identify and implement improvements.



## 6. Dispute Resolution Process Flowchart





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