

# Complaints Policy



Sustainable Timber Tasmania (STT) is responsible for land management and wood production in Tasmania's Permanent Timber Production Zone (PTPZ) land.

STT aims to resolve complaints and disputes at the earliest possible opportunity.

Under this policy, STT will:

- Be committed to constructive engagement with stakeholders;
- Recognise that constructive engagement includes the right of stakeholders to expect that complaints will be treated courteously, respectfully and promptly;
- View the complaints and dispute resolution process as an opportunity to build relationships by addressing stakeholder concerns;
- Aim to resolve complaints and disputes as quickly as possible to the satisfaction of all parties; and
- Document the process for complaint and dispute resolution in a publicly available procedure.

A handwritten signature in blue ink, appearing to read "Steve Whiteley", with a long, sweeping underline.

Steve Whiteley  
Chief Executive Officer  
April 2019

