

Dispute Resolution Procedure



Forestry Tasmania

Table of contents

Purpose	3
Scope.....	3
Definitions and Acronyms.....	3
References	3
Guiding Principles	4
Making a Complaint	5
Supporting Information	5
Procedure.....	6
1. Acknowledge Complaint	6
2. Complaint Review	6
3. Complaint Secondary Review	6
4. Complaint External Review	6
Continuous Improvement.....	7
Dispute Resolution Process Flowchart.....	8

Version 1.0	Owner EGM Communications & Stakeholder Engagement	Approved by Chief Executive Officer	Review Date 23 April 2014	Page 2
-----------------------	---	---	-------------------------------------	--------

Purpose

To establish easily understood standards and procedures under which Forestry Tasmania will respond to and aim to resolve complaints and disputes at the earliest possible opportunity.

Scope

This complaints policy and dispute resolution process will be followed for all complaints against Forestry Tasmania, its operations, staff or contractors by external stakeholders. For internal stakeholders there are existing HR processes in place which should be used in the first instance where appropriate.

Definitions and Acronyms

Complaint	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> .
Complainant	Any person or entity making a complaint.
The Australian Standard	AS ISO 10002-2006, Customer satisfaction – Guidelines for complaints handling in organisations.

References

Policies	Complaints Policy
Australian Standard	Australian Standard for Customer Satisfaction – Guidelines for Complaints Handling in Organisations (AS ISO 10002 – 2006)

Version 1.0	Owner EGM Communications & Stakeholder Engagement	Approved by Chief Executive Officer	Review Date 23 April 2014	Page 3
-----------------------	---	---	-------------------------------------	--------

Guiding Principles

Forestry Tasmania 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):

Guiding Principle	Forestry Tasmania will:
Visibility	Ensure the Complaints Policy and Dispute Resolution Process is displayed prominently on the Forestry Tasmania website and intranet, as well as in all Forestry Tasmania offices.
Accessibility	Ensure copies of the Complaints Policy and Dispute Resolution Process are readily available 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 ensure it is not disclosed 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 its internal complaints handling procedures, and to facilitate external review of complaints which it is unable to resolve.
Accountability	Ensure managers are accountable for responding to complaints within their work unit, senior managers are accountable for responding to complaints which are not resolved at the work unit level, and that ultimate responsibility for the Complaints Policy and Dispute Resolution Process is accepted by the Executive General Manager Communications and Stakeholder Engagement and the Chief Executive Officer.
Continuous Improvement	Review periodically the efficiency and effectiveness of the Complaints Policy and Dispute Resolution Process to identify areas for improvement and implement results.

Version 1.0	Owner EGM Communications & Stakeholder Engagement	Approved by Chief Executive Officer	Review Date 23 April 2014	Page 4
-----------------------	---	---	-------------------------------------	--------

Making a Complaint

Because we would like to resolve complaints and disputes as soon as possible, please address your complaint in the first instance to the relevant management by:

- Letter to Forestry Tasmania at:
 - Head Office, 79 Melville St., Hobart, 7000
 - Derwent District, 79 Melville St., Hobart, 7000
 - Huon District, 43 Cemetery Rd., Geeveston, 7116
 - Murchison District, PO Box 518, Somerset, 7322
 - Bass District, PO Box 126, Scottsdale 7260
- Telephone to:
 - Head Office 6235 8333
 - Derwent District 6235 8335
 - Huon District 6295 7111
 - Murchison District 6433 2666
 - Bass District 6350 6466
- In person during business hours at:
 - Head Office, 79 Melville St., Hobart
 - Derwent District, 79 Melville St., Hobart
 - Huon District, 43 Cemetery Rd., Geeveston
 - Murchison District, 2-4 East Cam Rd., Camdale
 - Bass District, EcoCentre, 96 King St., Scottsdale

In the event that this 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 Stakeholder Engagement Co-ordinator by:

- Email to:
 - stakeholder@forestrytas.com.au
- Letter to:
 - Stakeholder Engagement Coordinator, Forestry Tasmania, 79 Melville St., Hobart, 7000
- Telephone to:
 - 03 6235 8151

Supporting Information

To clarify the issues raised and assist a timely response, Forestry Tasmania 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 Forestry Tasmania staff or contractors who were involved
- Copies of any supporting statements or documents

Version 1.0	Owner EGM Communications & Stakeholder Engagement	Approved by Chief Executive Officer	Review Date 23 April 2014	Page 5
-----------------------	---	---	-------------------------------------	--------

Procedure

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

Forestry Tasmania will record and action all complaints from external parties in Consultation Manager. If the complaint investigation results in the identification of a significant incident or required system improvement, a corrective action request will be lodged within Forestry Tasmania's CAR system.

Step	Details	Person responsible
------	---------	--------------------

1. Acknowledge Complaint

1.1	Forestry Tasmania will acknowledge the complaint in writing as soon as possible after it is received.	Operational Unit Manager
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.	
	Forestry Tasmania's aim will be to resolve the complaint at this first stage of the process.	

2. Complaint Review

2.1	Where the complainant is not satisfied that the issue has been resolved, he or she may ask for a review.	Relevant General Manager
	In such cases the matter will be reviewed initially by the relevant Forestry Tasmania General Manager.	

3. Complaint Secondary Review

3.1	Where the initial review also fails to achieve a resolution, Forestry Tasmania will provide a second avenue of review by either the Executive General Manager Communications and Stakeholder Engagement or the Chief Executive Officer.	Chief Executive Officer or Executive General Manager Communications and Stakeholder Engagement
-----	---	--

4. Complaint External Review

4.1	Where a matter remains unresolved following the Forestry Tasmania internal review process, the complainant may seek review by the Ombudsman.	Complainant
	Forestry Tasmania will cooperate fully with any review or investigation by the Ombudsman.	

Version 1.0	Owner EGM Communications & Stakeholder Engagement	Approved by Chief Executive Officer	Review Date 23 April 2014	Page 6
-----------------------	---	---	-------------------------------------	--------

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
- Street:** Ground Floor 99 Bathurst St, Hobart 7000
- Postal:** GPO Box 960 Hobart 7001

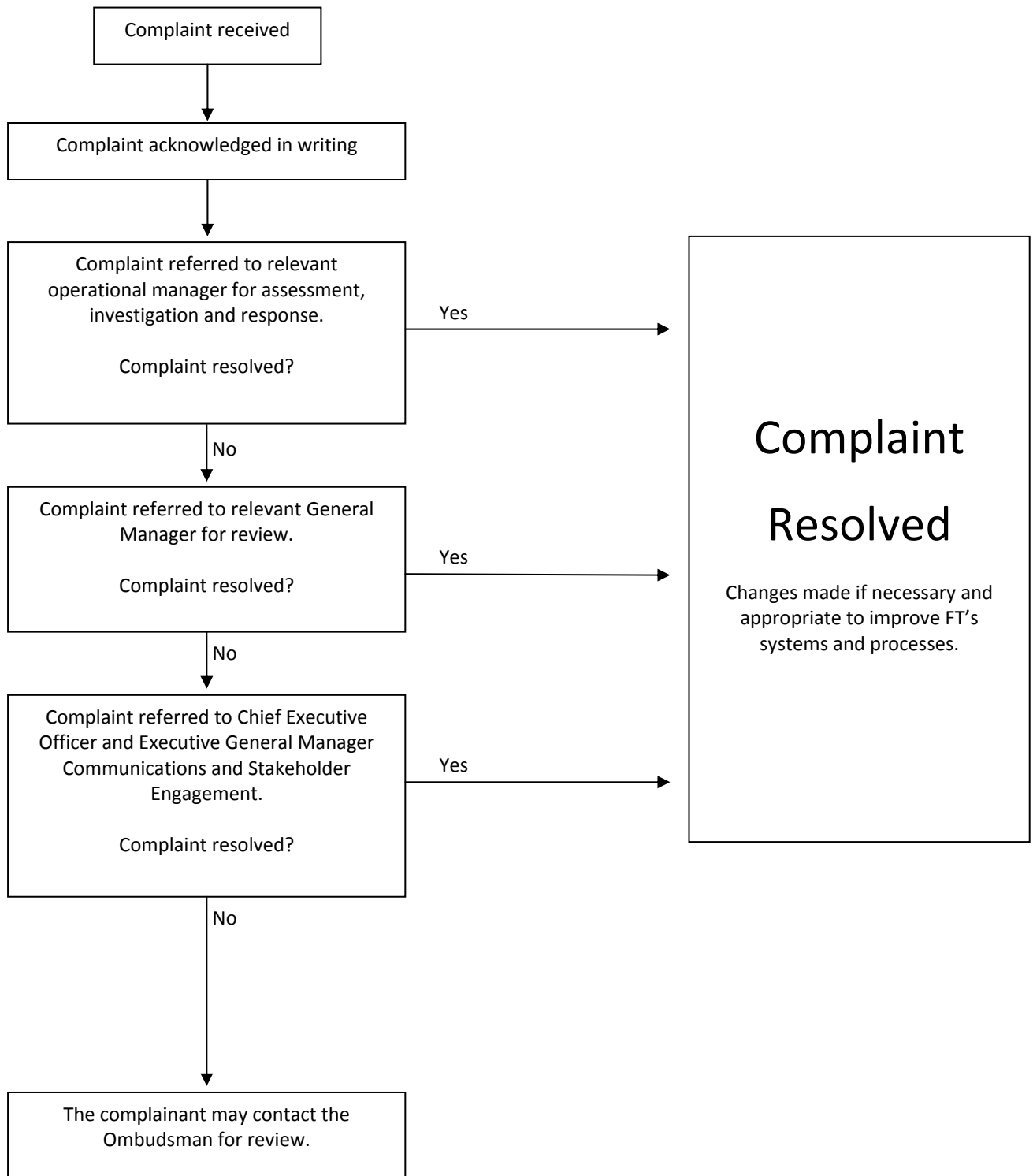
The Ombudsman's office provides extensive information on how to lodge a complaint. This can be accessed on line at www.ombudsman.tas.gov.au

Continuous Improvement

Forestry Tasmania will immediately redress any identified areas of deficiency in the Complaints Policy and Dispute Resolution Process, and will review its efficiency and effectiveness every two years to identify and implement improvements.

Version 1.0	Owner EGM Communications & Stakeholder Engagement	Approved by Chief Executive Officer	Review Date 23 April 2014	Page 7
-----------------------	---	---	-------------------------------------	--------

Dispute Resolution Process Flowchart



Version 1.0	Owner EGM Communications & Stakeholder Engagement	Approved by Chief Executive Officer	Review Date 23 April 2014	Page 8
-----------------------	---	---	-------------------------------------	--------