

COMPLAINTS & SUGGESTIONS PROCESS

PURPOSE

To ensure that complaints and suggestions are adequately recorded, investigated and that actions are implemented.

PROCESS

WHO AND WHAT CAN INITIATE A COMPLAINT OR SUGGESTION?

- ➔ Complaints & suggestions may come from anyone including employees, contractors, subcontractors and their workers, neighbours, visitors, packhouse staff, Zespri, customers and the public
- ➔ A complaint & suggestion may be made in relation to any issue, e.g. spray drift, unidentified hazards, poor signage, out of date maps, wrong bin cards being used, unsafe working conditions etc.
- ➔ Any complaints & suggestions received should be recorded, investigated and the full details of the action taken documented
- ➔ Complaints can be made verbally, in writing (using the Complaint & Suggestion Record Form) or anonymously
- ➔ Employees, contractors, subcontractors and their workers must be made aware of the complaint & suggestion process regularly, making it clear they will not be penalized for raising a complaint or suggestion

COMPLAINT & SUGGESTION PROCESS

- ➔ Any staff receiving a complaint or suggestion must inform the person in charge
- ➔ The MSO and Legal Entity must be notified of the complaint or suggestion
- ➔ The MSO must collect as much information about the complaint or suggestion as possible
- ➔ All staff members found to be responsible for any actions associated with the complaint or suggestion are to be informed and an explanation obtained
- ➔ The complaint or suggestion is to be investigated and the appropriate action taken within the agreed timeframe. For worker complaints, resolution timeframe of up to 30 days after filing or before the last day of employment, if this is less than 30 days after filing
- ➔ All parties involved in the complaint or suggestion are to be informed of the outcome
- ➔ The details of the complaint or suggestion and resulting actions are to be recorded on the Complaint & Suggestion Record Form. All sections of the form must be completed

- ➡ For verbal complaints that can be resolved right away, a record shall be kept detailing the issue or topic, date, the person resolving the complaint and the actions taken to resolve the complaint
- ➡ Records of all complaints are to be kept for a minimum period of 7 years
- ➡ For confidential reporting lines, workers can use the Zespri Speak Up Line: <https://industry.zespri.com/contractors/reporting-issues>. Resolution for anonymous complaints shall be a general notice displayed on staff notice board/ in a place workers can reference it without reference to any worker

RECORDS

Complaint & Suggestion Record Form