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, 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* A complaint & suggestion may be made in relation to any issue, e.g. spray drift, unidentified hazards, poor signage, out of date maps, wrong bin cards being used, unsafe working conditions etc.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
* Employees 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
* 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
* Records of all complaints are to be kept for a minimum period of 6 years

RECORDS

*Complaint & Suggestion Record Form*