

# COMPLAINTS & SUGGESTIONS PROCESS

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## PURPOSE

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

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## PROCESS

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### 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➡ A complaint & suggestion may be made in relation to any issue, e.g. spray drift, unidentified hazards, poor signage, out of date maps, wrong bin cards being used, unsafe working conditions etc.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 76 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

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*Complaint & Suggestion Record Form*