

# COMPLAINT AND DISPUTE RESOLUTION PROCEDURE

## 1 Purpose

Forico Pty Limited (Forico) takes steps to seek and consider the views of others in relation to the impacts of its operations. Forico subscribes to the Tasmanian Forest Manager's Good Neighbour Protocol as an additional way of promoting constructive co-operation, dialogue and exchange of information with stakeholders.

Whilst measures are taken to avoid impacts, loss or damage to local communities, it is recognised that some aspects of Forico's activities may have the real or perceived potential to negatively impact the local community at times. To address these situations, Forico has developed this Complaint and Dispute Resolution Procedure.

## 2 Scope

Forico attempts to resolve all complaints in a timely manner through conversation or correspondence with a Forico staff member, avoiding wherever possible recourse to administrative and judicial avenues.

There will be occasions, however, that some stakeholders will continue to have issues with Forico's activities, and/or the quality or outcome of their engagement with Forico.

This Complaint and Dispute Resolution Procedure will be followed for all such unresolved complaints, made by external stakeholders against Forico, its operations, its staff, or its contractors.

## 3 Process

### 3.1 Reception

Where a complaint is made to Forico about a Company operation or activity, it can be made in any number of ways and to any number of people. It is important that all avenues remain open to complainants (see 3.10 below).

### 3.2 Recording

Once received by Forico, the complaint will be recorded in the Forico Canopy management system platform as a Stakeholder Consultation object (5. Other Objects) with a Keyword of "Complaint" on its metadata card, and assigned to the most appropriate Forico representative.

### 3.3 Investigation

The responsible Forico representative will investigate the nature of the complaint, establish the sequence of events which led to it and ascertain any relevant background information. These steps should all be recorded in the Forico management system platform.

### 3.4 Communication

The Forico representative will communicate with the complainant to acknowledge the complaint and may seek further information from them. The Forico representative will continue to communicate with the complainant throughout the process as necessary.

### 3.5 Engagement

The level of engagement and action will depend on the complexity of the complaint. In some cases, complaints about operational issues can be dealt with directly by the Forico representative. In other situations, Managers may need to be involved in identifying potential issues and / or working towards a resolution with the complainant.

### 3.6 Resolution

Once Forico has determined an appropriate course of action to address the complaint, the Forico representative will provide feedback to the complainant(s) explaining this resolution.

### 3.7 Close-out

The Forico representative will then close out the complaint on the Forico management system platform, again recording all steps taken.

### 3.8 Reporting

A report will be provided to the Forico Lead Team by the Sustainability Manager which will include a summary of 'open' and 'closed out' complaints, as well as complaints that have not been closed.

### 3.9 Treatment of Unresolved Complaints

If the complaint has not been successfully resolved to the satisfaction of either party, then either the complainant or Forico may choose to 'agree to disagree'. Alternatively, a Forico representative or a complainant who has been unable to resolve their issue should refer their complaint in writing to the Chief Executive Officer (CEO; or their nominee) within 30 days. In such a situation, this further avenue of complaint should be communicated to the complainant(s) by the Forico representative involved.

The CEO may decide whether the issue can be resolved by him / herself or consult with the Forico Lead Team. Operations may be suspended where disputes are of substantial magnitude or substantial duration. The matter may subsequently be escalated through mediation, or other measures as directed by the Forico Executive Team. The outcome of the dispute resolution will be communicated in writing to all parties within 60 days on receipt of the written stakeholder complaint.

### 3.10 Complaints made via a Regulatory Agency

At any stage in the process, a complainant may wish to lodge their complaint against Forico directly with the relevant Regulatory Agency (e.g. *Environmental Protection Agency, Forest Practices Authority*) rather than engage with the Company. Forico acknowledges that some complainants may prefer to take this course of action and will actively participate in any process identified to address and resolve a complaint or dispute.

## 4 Definitions

**Dispute of Substantial Magnitude:** A dispute of substantial magnitude is a dispute that involves one or more of the following:

- It affects the legal or customary rights of Indigenous Peoples and local communities;
- The negative impact of management activities is of such a scale that it cannot be reversed or mitigated;
- Acts of intimidation, physical violence and/or destruction of property against forest workers and/or stakeholders.

**Dispute of Substantial Duration:** Dispute that continues for more than six months after receiving the complaint, with consideration to existing court proceedings and timelines.

## 5 References

- Good Neighbour Protocol [www.pft.tas.gov.au/good-neighbour-protocol](http://www.pft.tas.gov.au/good-neighbour-protocol)
- Forico Environmental Sustainability Policy.
- Forico Forest Management Plan.