



Complaints, Disputes & Compliments Procedure

Introduction	Feedback from the public and stakeholders on OneFortyOne New Zealand Limited's performance, associated with its operations, is an important component of continuous improvement. It may be negative, neutral, or positive.
Disputes process	OFO will work with people to resolve any disputes associated with its operations within a disputes and complaints framework.
Records & Notification	<p>A record of all compliments, disputes and complaints is to be held.</p> <p>The Harvest Planning Manager, Log Production Manager, Forestry Manager, Environmental Manager and / or Operations Manager are to be notified promptly of any complaints (within 24 hours).</p>
Complainant details	<p>Details of the complainant are taken:</p> <ul style="list-style-type: none">• Name• Contact details• Date <p>The complainant is to be asked if they would like to be informed of the outcomes of any investigation with regards to their complaint.</p>
Complaint details	<p>A description of the issue is taken:</p> <ul style="list-style-type: none">• What, Where, When• Potential causes• Other contributing factors (weather, slope, etc.)
Investigation	<p>All complaints disputes are to be investigated as soon as possible. If the complaint is related to an action or inaction by an OFO employee, someone other than that employee shall conduct the investigation. The investigation should note:</p> <ul style="list-style-type: none">• Reason for the complaint / dispute• The main points of concern or disagreement• Any immediate remedial actions• And note any longer-term corrective actions
Notification	<p>If the complaint is the result of an incident that may or has caused a breach of resource consent conditions or will have a significant adverse effect on the environment, the relevant Council is to be informed as soon as possible.</p> <p>If the investigation results in a resolution, the outcome is noted, reported back to the complainant (if that is their request) and a record kept.</p> <p>If the investigation does not find a resolution, then the complaint is elevated to a Lead Team member or the Environmental Improvement Committee.</p>