

Compliments, Complaints and Disputes Procedure



Introduction	Feedback from the public and stakeholders on OFO's performance, associated with its operations, is an important component of continuous improvement. It may be negative, neutral, or positive.
Compliments and Complaints	A record of all compliments and complaints are to be entered into Vault (i.e. Vault Notify app) either directly or via the 0800 RING OFO (0800 746 463).
Disputes process	OFO will work with people to resolve any disputes associated with its operations within a disputes and complaints framework. Where the dispute is of a substantial magnitude or duration, or involving a significant number of interests, operations will cease until a resolution.
Data capture	<p>A record of all compliments, disputes and complaints is to be held in Vault, recorded as an 'event – incident'. The Harvest Planning Manager, Log Production Manager, Forestry Manager, Environment Manager, Land Manager and/or Operations Manager are to be notified promptly of any complaints (within 24 hours). <i>(Note: When entered via the Vault Notify app notification is instant).</i></p> <p>The investigation, outcomes and corrective action(s) are to be recorded in Vault.</p>
Complainant details	<p>Details of the complainant to be recorded in Vault:</p> <ul style="list-style-type: none">○ Name○ Contact details○ Date○ Details of the nature of the complaint<ul style="list-style-type: none">– What, when where, how, why– Potential causes– Other contributing factors (weather, slope, etc.) <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>
Investigation	<p>All complaint disputes are to be investigated as soon as possible. If the complaint is related to an action or inaction by an OFO employee, someone (operations manager, Environment Manager, etc) 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○ 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 to be noted, reported back to the complainant (if they request this) and a record kept.</p> <p>If the investigation does not find a resolution, it is to be elevated to the Lead Team.</p>