

Continuous Improvement: Complaints and Disputes

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.
Complaints	A record of all complaints is 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	A record of all complaints and disputes is to be held in Vault, recorded as an 'event – incident'. The Marketing & Operations Manager or Forest Resource Manager; Environment Manager and Head of Legal & Compliance are to be notified promptly of any complaints (within 24 hours). <i>(Note: When entered via the Vault Notify app notification is instant).</i> The investigation, outcomes and corrective action(s) are to be recorded in Vault.
Complainant details	Details of the complainant to be recorded in Vault: name, contact details, date, and details of the nature of the complaint, including what, when, where, how and why; potential causes; and other contributing factors (weather, slope, etc.). The complainant is to be asked if they would like to be informed of the outcomes of any investigation.
Investigation	All complaints 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: reason for the complaint/dispute; main points of concern or disagreement; immediate remedial actions; and longer-term corrective actions.
Notification	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. If the investigation results in a resolution, the outcome is to be noted, reported back to the complainant (if requested) and a record kept. If the investigation does not find a resolution, it is to be elevated to the Forest Lead Team.
Privacy	Refer to the OFO website under Public Access Information - One Forty One for information relating to the <i>Privacy Act 2020</i> – Public Information - One Forty One.



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