



COMPLAINTS PROCEDURE

1) PURPOSE

- To ensure that complaints are adequately recorded, investigated and that corrective actions are implemented

2) PROCEDURE

2.1) Who and What can initiate a complaint?

- Complaints may come from anyone, including employees, contractors, neighbors, visitors, packhouse staff, ZESPI, customers and the public.
- A complaint may be made in relation to any issue, e.g. Spray drift, unidentified hazards, poor signage, out of date maps, wrong bin cards being used, unsafe working conditions etc.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 received should be recorded, investigated and the all details of the actions taken documented.
- An employee will not be penalised for making a complaint or suggestion

2.2) Complaint Process

- Any staff receiving a complaint must inform the person in charge
- The MSO must be notified of the complaint
- The MSO must collect as much information about the complaint as possible
- All staff members found to be responsible for any actions associated with the complaint are to be informed of the complaint and an explanation obtained
- The complaint is to be investigated and the appropriate action taken
- All parties involved in the complaint are to be informed of the outcome
- All complaints to be resolved within 1 week from date of initial complaint.
- The details of the complaints are to be kept for a minimum period of 5 years
- Annual review of all complaints to be made (as required), and outcomes to be passed on to all workers.

3) RECORDS

- Complaint Record Form



COMPLAINT RECORD FORM

Date of Complaint	
Name of Complainant	
Associated GAP Control Point/s reference	
Details of complaint; - Details of the incident - Persons involved - Reason for the complaint - Details of the complaint - Other relevant details	
Action taken / Resolution (What has been done to follow up on the complaint)	
Resolved By:	
Date Resolved:	
Date Parties informed of Outcome	

Signed _____