



HCPSL

Herbert Cane Productivity Services Ltd.

HCPSL Complaints and Dispute Resolution Policy

Prepared: Company Manager	Authorised: BOD @ HCPSL	Version: 1	Date Issued: Aug 2025 Review Date : Aug 2028
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Purpose

Hebert Cane Productivity Services Limited (HCPSL) recognizes the value of member/stakeholder complaints as an important tool in monitoring and responding to member/stakeholder expectations.

The purpose of the HCPSL Complaints and Dispute Resolution Policy is to:

- Recognise and protect member/stakeholders right to complain about their dealings with HCPSL.
- Ensure that an accessible complaints management process is in place.
- Take appropriate action to resolve complaints received.
- Provide a mechanism for resolving complaints in a timely, efficient, and courteous manner.
- Record, assess and review complaints on an ongoing basis in order to improve the services offered by HCPSL.

Objective

The objective of this policy is to embed an effective and efficient complaints management process that is aligned with HCPSL's business values, core vision and strategic objectives. The policy applies to all employees and all individuals who wish to make a complaint relating to HCPSL.

Policy Statement

HCPSL recognizes that all individuals have the right to complain, have their complaint heard, and be treated with dignity and respect. Any individual who makes a complaint also has the right not to be discriminated against as a result of making a complaint. This means members/stakeholders will not be treated unfavorably, including in the way HCPSL communicates and provides services both during the complaint resolution process and once the complaint is resolved.

HCPSL recognises complaints can often highlight gaps in our processes and encourages members/stakeholders to raise issues so that they can be addressed.

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What happens when a Complaint is made?

- HCPSL will accurately record the details of the complaint and complainant in the Complaints and Disputes Register via the Complaints Report Form.
- Complaint will be allocated to the Company Manager, an Officer appointed by the Company Manager, or the Board Chair depending on the nature of the complaint.
- Complainant will be advised that their complaint has been received and who is dealing with it.
- Matter is investigated and determination made of appropriate action within a reasonable timeframe having regard to the nature and complexity of the complaint.
- HCPSL Board is notified of complaint and recommended solution.
- HCPSL will respond to complaint, verbally and in writing depending on the nature of the complaint.
- HCPSL will treat the complaint respectfully and handle all personal information in accordance with the Privacy Act and HCPSL Privacy Policy.

What happens if the complainant is not satisfied with the outcome?

- If complainant is dissatisfied with a decision, they can request to have their complaint reviewed by the HCPSL Board.
- If the complaint is not resolved to the member/stakeholder's satisfaction, the member/stakeholder may take their complaint to the relevant dispute resolution body (i.e. the relevant Ombudsman).

Timetable for Complaint Handling

HCPSL will attempt to resolve complaints and notify the complainant as soon as possible, while keeping the complainant updated throughout the process.

Review and Evaluation

The effectiveness of this policy will be reviewed as required by the Board of HCPSL.

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