



POLICY STATEMENT

DISPUTE RESOLUTION PROCEDURE

Michael Parker Building Pty Ltd is committed to developing and maintaining an effective, timely, fair and equitable complaints handling system, which is easily accessible and offered (but not limited to) our:

***Staff**

***Suppliers**

***Employees**

***Visitors and the Public**

***Contractors**

All persons are encouraged, wherever possible, to raise issues and concerns directly with our Supervisors and Health and Safety Officers (HSO).

Lodging a complaint

Michael Parker Building has established this formal procedure designed to be utilised by any person who wishes to raise an issue or, to lodge a formal complaint.

Where verbal face to face meetings and discussions have become unsatisfactory, complaints must be submitted in writing to a Supervisor or Health and Safety Officer, the process is displayed as A - D below.

Once a person lodges a formal complaint, a Michael Parker Building staff member will respond in writing, within 72 hours of receiving the complaint. In general, if the complaint is not discussed and a resolution reached between Michael Parker Building and the person lodging a complaint, once an official meeting is conducted, the dispute will be examined by an independent mediator and the mediator will assist those in dispute, and act as a neutral agent.

Michael Parker Building Complaints Procedure

- A)** If an issue is raised verbally, it must be examined and attended to within a time frame that does not delay immediate health and safety response. Where the item will affect the Health and Safety of a person/s, the activity must be suspended until the issue is attended to. The issue will be resolved to the satisfaction of the parties involved, and in reference to current legislative requirements.
- B)** If the issue is not resolved with process "A" a formal complaint may be lodged by the person dissatisfied, but it must be in writing. It may be presented in either an incident/accident form, or a letter addressed to the Michael Parker Building Management. A formal meeting may also be organised at this stage for "face to face" discussion to seek out an instant resolution.
- C)** If the issue is not resolved with process "B" an independent mediator will be asked to interview each party and obtain an understanding for the nature of the complaint and suggestions from the parties on how to resolve the issue. This will be considered the last opportunity to conclude the issue at an enterprise level. The Mediator will document the grievances and resolutions and list the actions required by each person participating in the process. Michael Parker Building will then endeavour to resolve the complaint within a further twenty (20) working days and will provide the complainant with a written statement of the outcome, including details of steps to be taken to address the complaint and reasons for the decision.
- D)** If the issue is not resolved with Process "C" the matter will be referred to the relevant authority for arbitration and the outcome will be determined by the authority.

Michael Parker

Managing Director

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