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| Summary – Ents Forestry External Dispute Procedure | |
|  | While Ents Forestry works hard to ensure all stakeholders are happy during forest operations we understand the occasional misunderstanding may happen. If a complaint is raised relating to groups, individuals, processes, practices and principles, arise during the course of operations, Ents Forestry will take it seriously and aim to resolve it quickly and fairly.  This procedure is made available to ensure the process for a making a complaint or raising a dispute is clear and stakeholders will know what steps to take, what action will be taken and the timeframe. The process seeks to find a fair resolution between Ents Forestry and a complainant. This can include, but is not restricted to complaints, disputes or grievances related to:   * statutory or customary law * impacts of management activities * legal and agreed rights of local communities related to management activities * legal rights and cultural responsibilities or indigenous peoples connected to the management unit related to management activities   All complaints, disputes, and grievances will be dealt with according to this Procedure. The **Ents Forestry Incident Reporting and Evaluation Report** will be used to fully record each stage of the dispute. |
| Scope | |
| **Description** | This standard will be followed for external stakeholder complaints and disputes with Ents Forestry, our operations, staff or contractors including, but not limited to, neighbours, local businesses, community groups, environmental and heritage groups, Traditional Owners, local government, recreational users, road users, others impacted by our operations on Plantation Licence Area, corporate holdings and haulage routes.  This standard does not apply to complaints or disputes arising from:   * Unlawful and/or unauthorised activity committed by a complainant. * Employees, contractors, suppliers, customers or commercial permittees who have specific channels for dispute resolution outlined in their contracts. * Growers who have a Plantation Service Agreement (PSA) with Ents Forestry, where the process for dispute resolution is documented in PSA. |
| **Complaint handling principles** | Feedback, both positive and negative, is important to us as it helps us understand and improve our relationships with stakeholders. When complaints are made, we use the following principles to develop a good outcome.  **Confidential** – all complaints and disputes dealt with under this procedure will be treated as confidential and managed in accordance with relevant privacy legislation.  **Accessible** – complaints can be made on Ents website, emailed or posted.  **Fair** – each complaint is treated seriously and all interactions are based on respect. This allows both parties to understand issues of the other and create a basis for resolving the complaint.  **Responsive** – complaints are acknowledged when they are received and investigated in a timely manner with a view to resolution. Where complaints cannot be resolved immediately, complainants will be kept informed intermittently of progress.  **Integrated** – issues raised through this process may be integrated into opportunities for stakeholder engagement and included in future planning and review of processes. |
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| **Making a complaint** | When making a complaint we recommend including the following information:   * Your name, address, telephone number and email address * Nature and details of the complaint, including dates, times, places and people involved * Other supporting documentation such as relevant photos, videos, statements or documents * What your ideal resolution of the complaint would be.   Complaints can be sent via:   * the Ents website <https://www.entsforestry.com.au/> * emailed to [andy@entsforestry.com.au](mailto:andy@entsforestry.com.au) * mailed to Ents Forestry, 1 Morley Place, Albany WA, 6330 |
| Process for resolution | |
|  | The dispute procedure for Ents Forestry has 5 steps.   1. Receipt and acknowledgement 2. Assessment and investigation 3. Response and discussion 4. Negotiation and Mediation (if required) 5. Review |
| **Receipt and acknowledgement** | Once a complaint is received it will be reviewed and an acknowledgement sent back to the complainant with a summary the complaint to confirm the scope and nature of the complaint and to advise of the next steps of the process.  This response will occur within 10 working days of the complaint being received. |
| **Assessment and investigation** | The complaint will be assessed by an Ents Forestry employee who is not involved in the issue. Once the complaint is assessed an investigation of the relevant facts will be undertaken.  If a complaint is determined to not involve Ents Forestry the complainant will be advised and the complaint will be considered ‘resolved’ for the purpose of this process.  If the dispute or grievance relates to a forest operation and is deemed of substantial magnitude, substantial duration, or involving a significant number of interests, the operation will cease until the issue has been resolved.  The Assessment and investigation will be completed within 45 days of the complaint being received. |
| **Response and discussion with complainant** | The investigation will deliver a report on the issues surrounding the complaint. It will summarise the issues raised by the complainant and examine any supporting evidence. It will also cover available information from Ents staff and operations activities.  The complainant will be advised of the completion of the report and provided with a copy. A meeting will be organised between the parties if the complainant request further discussion. |
| **Negotiation and Mediation** | Ents Forestry will always use negotiation as the first option in resolving a dispute. However, if required a neutral party may be brought into the discussion to mediate a resolution to the dispute. All efforts to use culturally appropriate consultation will be taken. The process will allow all parties to be clearly heard and understand the position and desires of the other party. |
| **Review** | Once a resolution has been reached or it is agreed to leave the dispute ‘unresolved’, Ents Forestry will review the outcome and identify where processes and procedures could be improved to prevent similar disputes in future. |
| Record Management | |
| **Obligations** | All records related to complaints, disputes and grievances will be kept for a minimum of five (5) years. Records include:   * The complaint * Steps taken * Outcomes * If unresolved, why it was unresolved * How unresolved issues will be managed * Corrective actions to be taken by stakeholders |
| Review | |
|  | This Dispute Procedure will be reviewed every five years and from time to time as and when required. |

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