

COMPLAINT AND DISPUTE RESOLUTION POLICY

PURPOSE

PF Olsen is committed to minimising the chance that complaints become disputes through resolving disputes in a manner that addresses the best interests of all parties.

OUR PRINCIPLES:

When dealing with a complaint or dispute, PF Olsen will:

- Act with integrity and professionalism
- Comply with all legal responsibilities
- Communicate promptly and respectfully
- Keep appropriate records
- Ensure that the right information and people are involved
- Invite, understand and observe cultural considerations
- Be a genuine participant with the goal of resolving a dispute quickly and cost-effectively.

COMPLAINTS

A complaint is not a dispute, but it may turn into one.

When PF Olsen receives a complaint:

- It will be acknowledged promptly in writing by the PF Olsen staff member who will be responsible for investigating your complaint
- The PF Olsen staff member may need to gather information from you and others in order to assess the complaint. Depending on the complexity, this may take a few days or a few weeks. We will let you know of expected timeframes and any delays
- We will try and resolve the complaint in the way you want. If we can't, we will tell you why, and talk to you about other possible options
- Our aim is to resolve any complaints quickly and amicably and in a way that is respectful to you.

DISPUTES

If your complaint is not resolved to your satisfaction, you may wish to escalate the complaint. If so, PF Olsen may:

- Gather more information about the issue/s and talk to you again
- Involve a more senior person up to CEO level to take a fresh look
- Instigate or participate in any dispute resolution process that has been agreed (for example, in a contract with you) or as required by law.

If no process has been agreed or is required by law, then PF Olsen may do one of more of the following:

- Consider and discuss with you a suitable alternative dispute resolution process, for example, restorative or settlement conferences, mediation, arbitration or expert determination
- Instigate or participate in an alternative dispute resolution process
- Instigate or participate in litigation.

RESOLUTION

Depending on the process followed, resolution of the dispute will be either by agreement or as determined by an external decision-maker.

Resolution may have financial or operational components (for example, stopping an activity or operation, or doing it differently).

The resolution will be recorded in writing and shared with you. Any actions for PF Olsen will be implemented as agreed.

Operations may be required to cease for the following types of disputes:

- A dispute of substantial duration, or
- A dispute of substantial magnitude, or
- A dispute involving multiple parties.

TIMEFRAMES

Timeframes for resolution will depend on:

- the process chosen for resolution
- the complexity of the dispute
- the volume and availability of information
- any external factors (for example, availability of a mediator, tribunal timetabling).

PF Olsen will communicate expected timeframes to you for its own responses and will meet all timeframes that are within its control.

FEEDBACK

We welcome feedback about this dispute resolution policy. Please use the contact details on our website.

This document, signed and dated by the CEO, certifies our commitment.



PF Olsen Ltd – CEO Signature
Date: 11/09/2023