

Complaint Resolution Policy

Sustainable Timber Tasmania is responsible for land management and wood production in Tasmania's Permanent Timber Production Zone.

Objective

Sustainable Timber Tasmania aims to resolve complaints and disputes at the earliest possible opportunity.

Under this policy, Sustainable Timber Tasmania will:

- Be committed to constructive engagement with stakeholders;
- Recognise that constructive engagement includes the right of stakeholders to expect that complaints will be treated courteously, respectfully and promptly;
- View the complaints and dispute resolution process as an opportunity to build relationships by addressing stakeholder concerns;
- Aim to resolve complaints and disputes as quickly as practicable; and
- Document the process for complaint and dispute resolution in a publicly available procedure.



Steve Whiteley

Chief Executive Officer

27 May 2022