

# **LOCAL BUYING PROGRAM**

## **COMPLAINTS AND GRIEVANCE POLICY**

### **Complaints and Grievance Policy**

If any person genuinely and reasonably believes that they have been subject to some disadvantage or unfair or inappropriate treatment by C-Res in relation to the Local Buying Program (LBP) due to some form of inappropriate conduct by one or more other person at C-Res, they can raise a grievance and expect that it will be addressed in a fair and reasonable manner.

This policy explains how to raise a grievance and how C-Res will respond.

The policy does not form part of the terms and conditions of any contract or purchase orders issued through the Local Buying Program to the person raising the grievance. C-Res' compliance with this policy does not affect any obligations owed by C-Res under those contracts or purchase orders.

Nothing in this policy prevents C-Res from acting in relation to any misconduct or alleged misconduct committed by a person working for C-Res.

### **General Principles**

C-Res is committed to dealing with any grievance relating to the Local Buying Program as promptly and confidentially as possible, professionally and with sensitivity.

A person who raises a grievance will not be subject to any disadvantage in their relationship with C-Res by reason of doing so.

When responding to a grievance, C-Res will ensure the aggrieved person is not subject to discrimination, victimisation or harassment by reason of raising the grievance.

### **Grievance Procedure**

#### *1. Raise the grievance informally*

An aggrieved person must first raise the grievance by contacting the C-Res office. If the grievance concerns the person contacted in the C-Res office, the grievance may be raised with the employee's Team Leader or Manager.

The grievance should be discussed on an informal basis. The person that the grievance was discussed with may involve other persons in that discussion if they believe that involvement will assist in the resolution of the grievance (taking into account the views of the aggrieved person as to whether that involvement might assist).

#### *2. Formalise the grievance*

Where the grievance cannot be resolved through informal discussion, the aggrieved person may formally ask the Chief Executive Officer at C-Res to take action to resolve the grievance.

Formalising a grievance requires the aggrieved person to detail the grievance in writing, stating relevant facts and outlining what the aggrieved person seeks in order to resolve the grievance.

### 3. *Resolve the formal grievance*

The Chief Executive Officer could be appointed or appoint another suitable qualified member of the C-Res Leadership Team or BHP to resolve the formal grievance. This must be a person who can act fairly and impartially. It may include a suitably qualified external consultant.

The person appointed to resolve the formal grievance will generally afford the aggrieved person a fair and reasonable opportunity to provide information relevant to resolving the grievance.

This might involve:

- convening a conciliation or mediation involving the aggrieved person and other relevant parties;
- undertaking an investigation to determine whether the facts alleged as part of the grievance are substantiated; and
- issuing a recommendation to C-Res to implement certain measures to address the grievance.

C-Res will commit to resolving the grievance within 10 working days where possible. Where this is not possible, C-Res will escalate to BHP.

### **Frivolous or Vexatious Grievances**

If a person makes a grievance without a genuine belief in the truth of the matters they are reporting, their registration in the Local Buying Program may be reviewed and closed.

### **Related Policies**

- [BHP Code of Business Conduct](#)
- [BHP Charter Values](#)
- [Privacy Policy](#)
- LBP Purchase Order Terms and Conditions

If you have any questions regarding this Policy, please contact **C-Res on 1800 536 663 or [info@c-res.com.au](mailto:info@c-res.com.au)**