



Forestry Tasmania

Complaints Policy

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

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

Under this policy, Forestry Tasmania:

- is committed to constructive engagement with stakeholders as essential to continual improvement of its business
- recognises that constructive engagement includes the right of stakeholders to expect that complaints will be treated courteously, respectfully and promptly
- views the complaints and dispute resolution process as an opportunity to build relationships by addressing stakeholder concerns
- aims to resolve all complaints and disputes as quickly as possible to the satisfaction of all parties

Steve Whiteley
Chief Executive Officer
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ISO 14001



AS/NZS 4801