



## COMPLAINTS POLICY

Comgroup Supplies Pty Ltd is committed to providing a complaints procedure that is effective and accessible to all workers who are genuinely concerned they have been subjected to harassment, sexual harassment, bullying, discrimination, victimisation or a breach of policy at work.

This commitment is achieved by:-

1. Taking all complaints of harassment, discrimination, bullying or victimisation seriously and undertaking a fair and thorough investigation of all complaints.
2. Treating all complaints confidentially, consistently, without bias and promptly with the aim of resolving all complaints within a month.
3. Allowing all parties to a complaint to have the opportunity to address any allegations made about them fully. No conclusions will be drawn until a thorough investigation has been completed.
4. Ensuring that no party to a complaint will suffer any victimisation as a result of making a complaint in accordance with this policy.
5. Only recording a complaint on an employee's personnel file when disciplinary action has been taken as a result of the investigation of a complaint.
6. Providing a number of methods that allow a person to raise a complaint without concern of victimisation, including a toll-free number.
7. Undertaking disciplinary action against an employee when it is substantiated that their complaint was false, frivolous or vexatious.

Steven Myler  
CEO

  
Signature

Terry McManus  
Head of People and Safety

  
Signature

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*Our Values: Customer Focused, Highest of Quality, Safety Conscience, Teamwork, Accountability and Respect*