



POLICY 5-2-4

VERSION 3

COMPLAINTS

Approved by Board Minute: 5686

A handwritten signature in black ink that reads 'Susan Campbell'.

Date: 9 / 12 / 2008

Company Secretary

APPLICATION:

This policy applies to all Ports Corporation of Queensland Limited (PCQ) employees and all complaints to or about PCQ (internal or external) other than those for which a specific procedure has been developed.

POLICY:

PCQ is committed to providing high standard port services to existing and potential port users and to maintaining our reputation for honesty and integrity.

A complaint is generally understood as any expression of dissatisfaction with a service offered or provided. It also includes the conduct of PCQ that may be in contravention of the *Trade Practices Act 1974*.

The Manager Corporate Relations (MCR) is responsible for ensuring that effective procedures are in place and are properly implemented to maintain an equitable system with appropriate levels of delegation and confidentiality.

PCQ's complaint process includes a complaints procedure designed to ensure that any concerns are treated consistently and that complaints are addressed promptly and equitably.

Complaints may be lodged either verbally or in writing.

In simple cases, complaints may be resolved at the initial point of contact. However, in circumstances where the complaint warrants further investigation, PCQ will provide written acknowledgement of receipt of the complaint and the estimated response time.

EXTERNAL COMPLAINTS

All external complaints should be referred to the MCR in the first instance who will allocate the matter to the relevant Manager who will investigate and respond to the complainant. If a satisfactory outcome is not reached the Chief Executive Officer is to be advised and will decide an appropriate course of action.

Complaints should be recorded on PCQ's Complaint Form.

REPORTING

All complaints are to be reported to the Audit and Financial Risk Management Committee (AFRMC). If the complaint involves issues of a sensitive or potentially poses a high adverse risk to PCQ, the MCR, after consultation with the CEO, may make a decision to notify the board as appropriate.

VEXATIOUS/FRIVOLOUS COMPLAINTS

Where a complaint is considered vexatious or frivolous, or part of a pattern of vexatious or frivolous complaint, it will be brought to the attention of the Chief Executive Officer, who may authorise a variation from the complaint procedure in dealing with the complaint.

INTERNAL COMPLAINTS

All internal complaints are to be handled in accordance with PCQ's Grievance and Dispute Resolution Policy and Procedure.

PROCEDURAL IMPLICATIONS:

Complaint Procedure

Related policies:

- Grievance and Dispute Resolution
- Purchasing Policy
- Acceptance of Gifts
- Code of Conduct
- Whistleblowers Protection
- Compliance
- Trade Practices Compliance

REVIEW DATE:

This policy should be reviewed by July 2011.

E08/37952