



COMPLAINTS - POLICY & PROCEDURES

BACKGROUND

Teys Australia believes that the future of its business is dependent on progressing from a commodity focused operation to one manufacturing branded quality beef and value added meat products. Teys have a long history of supply chain innovation and developing strategic relationships across the supply chain to ensure the delivery of sustainable value to our key customers. A vital element of these strategic relationships is the one that we share with our suppliers. Our business increasingly relies on cattle producers. Therefore Teys Australia have formalised their existing complaints handling procedures and are informing producers of that change.

POLICY

Teys Australia:

- are committed to accurately grading all cattle strictly in accordance with Industry Standards and to customer specifications.
- encourage all producers to view their cattle when they are processed to increase their understanding of our grading systems and our understanding of their needs
- continuously monitor and conduct internal reviews of the grading system. This is on top of the existing external audits of that system by third parties and customers.
- recognises that from time to time producers may be dissatisfied with the feedback received and those concerns must be acted upon.
- are committed to a complaints process that is accessible, impartial, transparent, confidential, timely, and in event of doubt, biased in favor of the producer.
- where required will convene an independent panel of MSA and AUSMEAT personnel led by the well respected and internationally renowned meat scientist Rod Polkinghorne.

PRODUCER

Teys Australia encourages producers who are dissatisfied with the payment or the feedback received for their cattle to either:

- contact Teys Australia directly (by phone, email or letter) highlighting their concerns, or
- contact the independent panel with the option of remaining anonymous if they choose

CONTACT DETAILS

Teys QLD contact – Courtney Lakin: 0417 394 304 / courtn@teysaust.com.au

Teys Southern contact – Jasmine Green: 02 6938 306/ jasminen@teysaust.com.au

Independent Panel contact – Rod Polkinghorne: 0410 300 905

PROCESS

If the issue is straight forward and can be resolved to the producer's satisfaction then no further action is required; or the complaint is referred to the independent panel.

The independent panel undertakes an investigation and reports to the Executive Director for livestock who then finalises the report and forwards that report to the vendor. Corrective action is taken including any changes to the cattle payments resulting from the investigation findings.

The records of all complaints are maintained by Teys Australia including any feedback from the producer.

COMPLAINTS HANDLING FLOW CHART – LIVESTOCK

All complaints will be treated fairly
Fairness rest on three qualities: impartiality, confidentiality & transparency

