



LaManna Bananas Pty Ltd  
ABN 87 004 843 556

(A member of the LaManna Group)

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## **LaManna Group Complaints Handling Policy**

LaManna Group has appointed a Compliance Officer to manage any complaints received regarding conduct governed by the Horticulture Code of Conduct.

Should you have reason to lodge a complaint please follow the process outlined below:

- Complaints can be lodged directly with your relevant LaManna Group contact, or you can lodge your complaint directly with the Compliance Officer, using the contact details below.
- A complainant is required to provide all the necessary information for LaManna Group to assess your complaint, including:
  - Details of the consignment(s) to which the complaint relates;
  - Copies of all paperwork for the consignment(s) affected;
  - An outline of the nature of your complaint against LaManna Group under the Horticulture Code of Conduct and the products affected;
  - The LaManna Group branch to which the complaint relates, and details of any contact you have had with that branch, including the person's name you have dealt with; and
  - The remedy or outcome sought by you.

LaManna Group undertakes to respond to all complaints received in a timely and appropriate manner. Within 14 days of receipt of a complaint, you will receive an acknowledgement in writing specifying the preliminary date for a formal response and the contact details of the person handling your complaint. You may be asked in this confirmation for further information necessary to respond to your complaint.

LaManna Group will endeavour to finalise any complaint received within 28 days of receipt of all information necessary to respond. Throughout this period there may be communication between the complainant and LaManna Group to further understand the nature of the complaint.

If you are not satisfied with the resolution proposed by the LaManna Group, within 7 days of receipt of this resolution you may contact the Compliance Officer requesting that your complaint be referred for further investigation and consideration by the Board of Directors. LaManna Group will endeavour to finalise any complaint referred to the Board of Directors within 28 days of receipt of such request.

Should you not be satisfied with the resolution reached by LaManna Group at this stage, and the complaint remains unresolved to your satisfaction, you will then be referred by LaManna Group to the dispute resolution procedure set out in clause 32 of the Horticulture Code of Conduct.

LaManna Group will keep all personal information of a complainant confidential, and will not disclose to any person except for the purposes of obtaining legal advice or if required by law.

LaManna Group's Compliance Officer can be reached by email to **Simon Hay** ([shay@lamanna.com.au](mailto:shay@lamanna.com.au)), phone (03 9687 0044), fax (03 9689 5253) or in writing at 103-107 Hyde Street, Footscray, VIC 3011.