



## COMPLAINTS HANDLING POLICY

Cotton Seed Distributors Ltd (**CSD**) is the exclusive distributor in Australia of elite, commercial cotton seed varieties. CSD recognises that, from time to time, an individual or organisation including CSD employees, CSD agents, suppliers of goods or services to CSD or those who wish to become suppliers, industry organisation or growers may choose to exercise their right to make a complaint to CSD about CSD's products, business practices or other matters involving CSD and its conduct and/or whether those products, business practices or conduct breaches the law, including the competition law provisions of the *Competition and Consumer Act 2010* (Cth) (**CCA**).

CSD is committed to receiving and resolving such complaints in a manner which is fair to both the complainant and CSD and maintains CSD's compliance with the law, including the competition law provisions of the CCA.

To enable CSD to handle these complaints, CSD has developed a Complaints Handling Policy and procedure framework.

The purpose of the Complaints Handling Policy and related procedure is:

- To provide a clear and transparent framework for receiving, handling, escalating, and resolving complaints within CSD about CSD's products, business practices or other matters involving CSD and its conduct and/or whether those products, business practices or conduct breaches the law, including the competition law provisions of the CCA, in an effective and efficient manner;
- To identify the persons responsible within CSD for overseeing and implementing key aspects of the complaints handling process; and
- To ensure that CSD maintains ongoing compliance with the law, including the competition law provisions of the CCA and good business practice.

This Policy and related Procedure are based on *AS/NZS 1002:2002 Guidelines for complaint management in organisations* and *Commonwealth Ombudsman: Better Practice Complaint Handling Guide v6* and have been endorsed by the Board of Directors of CSD.

A copy of this Policy and related Procedure will be distributed to all relevant CSD employees, directors and officers at their induction and promoted during ongoing CCA compliance training. The latest version of this Policy can be accessed at <https://csd.net.au/corporate-documents/>.

**All queries in relation to this Policy should be directed to:**

**CSD Compliance Officer**

<https://csd.net.au/complaints>

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