



OZSTAFF SAFE@WORK

COMPLAINT PROCEDURE POLICY

1.0 Purpose

The purpose of this Complaints Procedure is to provide a structured and transparent process for employees and stakeholders to raise concerns, complaints, or issues related to the operations, policies, or conduct within Ozstaff Holdings (the "Company"). This procedure aims to ensure that complaints are addressed promptly, fairly, and to the satisfaction of all parties involved.

2.0 Scope

This procedure applies to all employees, clients, suppliers, contractors, and other stakeholders of Ozstaff Holdings.

3.0 Definitions

Complaint: A complaint is defined as any formal or informal expression of dissatisfaction or concern related to the Company's activities, services, or interactions.

4.0 Procedure

Step 1: Informal Resolution

4.1.1 Direct Communication: Individuals are encouraged to address their concerns informally by discussing them directly with the person(s) involved or their immediate supervisor, manager, or relevant department.

Step 2: Informal Resolution

4.2.1 Submission of Complaint: If the issue is not resolved informally or if the complainant is uncomfortable addressing the issue directly, they may submit a formal written complaint to the designated Complaints Officer or the Human Resources (HR) Department. The complaint should include the nature of the issue, relevant details, and any supporting documentation.

4.2.2 Acknowledgment: The Company will acknowledge receipt of the complaint within [specify timeframe, e.g., 3 business days] and inform the complainant of the expected timeline for resolution.

4.2.3 Investigation: The designated Complaints Officer or HR Department will conduct a thorough and impartial investigation into the complaint, including

interviews, document reviews, and gathering relevant evidence.

4.2.4 Resolution and Response: Following the investigation, the Company will provide a written response to the complainant, outlining the findings, any corrective actions taken, and the proposed resolution, if applicable.

Step 3: Appeal Process

4.3.1 Appeal: If the complainant remains dissatisfied with the outcome of the complaint process, they may appeal to a higher-level manager or executive within the Company. The appeal should be made in writing within a reasonable timeframe.

5.0 Reporting and Improvement

The Company will use aggregated data from the complaints received to identify areas for improvement and take appropriate actions to prevent similar issues in the future. Periodic reports on the number and types of complaints, as well as actions taken, may be shared with relevant stakeholders while maintaining confidentiality.

6.0 Confidentiality

All parties involved in the complaints procedure are expected to maintain strict confidentiality to protect the privacy and rights of individuals concerned.

7.0 Non-Retaliation

The Company prohibits any form of retaliation against individuals who raise complaints in good faith. Retaliation will be subject to disciplinary action.

8.0 Contact Information

For questions or concerns related to ethical standards or to report ethical violations, individuals may contact Kevin Amarasuriya at 0402 586 596