



Community Conflict Resolution

The company will engage the community in accordance with its Stakeholder Engagement Plan and respond to any issues raised in accordance with the process outlined below.

We believe open communication and feedback is essential for resolution of conflicts and grievances. A community member, neighbour or group who considers that they have a dispute or grievance should go through the following steps:

What is the process to resolve a grievance?

1. If you feel safe doing so, try to resolve your concern directly with the specific staff member or his/her direct manager. This is an important step and will often stop the offending behaviours. It gives everyone the chance to make honest improvements in their working relationships. Try not to assume 'it won't make any difference' before you have given direct feedback – it is often more effective than anyone imagines.
2. Stakeholders who are unable to resolve their issue directly or [in more serious incidents](#) should be referred to the [Aquaculture Operations Manager](#) or Chief Executive Officer (CEO) to lodge their complaint, in writing, within 30 days. The stakeholder should describe;
 - The basis for the complaint, including dates and times where the incident occurred
 - Identify potential parties involved
 - Details of any communication or proceedings to date, and suggest a solution.
3. On receipt of a formal complaint, the CEO (in consultation with the [Aquaculture Operations Manager](#)) will take action to promptly investigate the issue. If the grievance is made against another individual, then that person will be given the full details of the allegations against them and have an opportunity to respond. Procedural fairness guidelines will be followed including.
 - Ensuring the meeting is conducted in a manner conducive to maintaining positive relationships and will provide a fair, objective and independent analysis of the situation
 - Offering a support person for the meeting
 - Informing parties that information obtained during the grievance process is confidential
 - Listening to the complaint, to understand the true issue
 - accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation
4. Finally, if you are not comfortable following any of the above pathways or they have not resolved the situation, we respect your right to refer to external organisations or authorities for assistance or third party mediation.

All company staff involved should be aware of the possible ramifications of their actions when dealing with community issues. They must ensure that all community members are treated with fairness, equality and respect.

No community member will be intimidated or unfairly treated in any respect to resolving an issue. This policy should be read in conjunction with the *Code of Conduct*.