



Procedure

Dispute Resolution

Problems and disputes can arise from time to time between businesses, their customers, suppliers and employees.

Dispute resolution refers to the processes by which disputes are resolved which can occur through:

- A negotiated outcome between the parties
- A mediated outcome, where the parties use the services of an independent mediator to help them arrive at an agreement; or
- An arbitrated or adjudicated outcome, where an independent arbitrator or court determines how the dispute is to be resolved and makes a binding decision or order to this effect.

Saltera Group prefers, in the first instance, to resolve disputes informally through clearly understanding the disputed issue(s), referring where necessary and available to written contractual arrangements and negotiating an agreeable outcome for all parties.

Stakeholders are encouraged to raise disputes directly with Saltera Group via arranging a meeting, phone call or email to the General Manager, outlining the issues and desired resolutions.

Saltera Group will record and acknowledge receipt of the dispute raised in writing, and if unable to resolve immediately, will respond in writing to the disputant within five business days with recommendations for further action such as further discussion or meeting, involvement of other key personnel if necessary and/or requesting further evidence required to support the disputants' issues, such as submission of the dispute in writing by the disputant.

Following actions taken, Saltera Group will record the details of the dispute and the discussions and outcomes and provide to the disputant to confirm a true account.

If the dispute remains unresolved, Saltera Group will initiate engaging with the disputant in mutually acceptable alternative dispute resolution (ADR) relevant to the nature of the dispute.

If ADR is not acceptable to the disputant, or does not successfully resolve the dispute, Saltera Group will liaise with the Australian

Small Business and Family Enterprise
Ombudsman to identify the most
appropriate service to escalate the dispute
to, depending on the nature and/or
monetary value of the dispute.