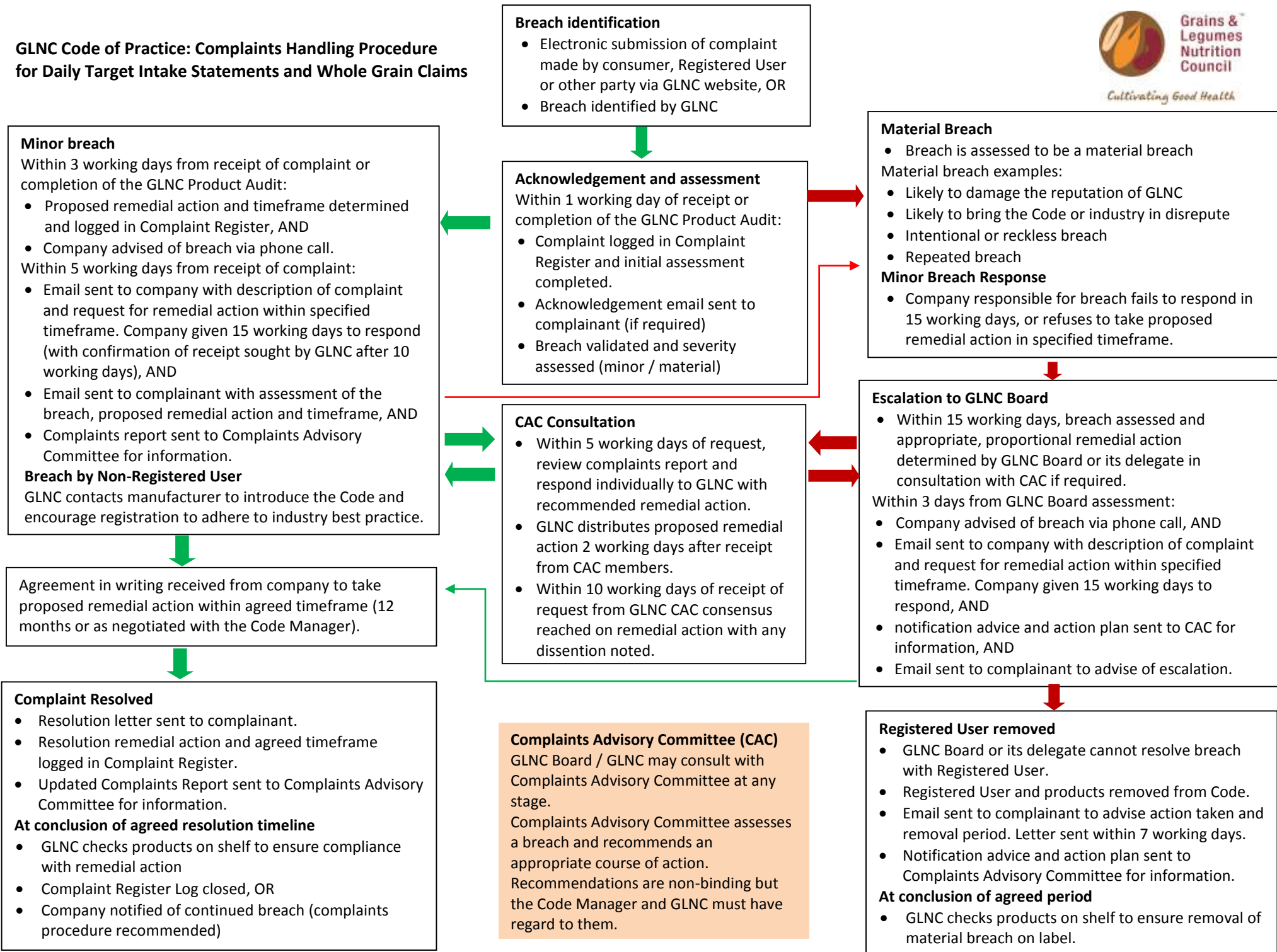


GLNC Code of Practice: Complaints Handling Procedure for Daily Target Intake Statements and Whole Grain Claims



Breach identification

- Electronic submission of complaint made by consumer, Registered User or other party via GLNC website, OR
- Breach identified by GLNC

Acknowledgement and assessment

- Within 1 working day of receipt or completion of the GLNC Product Audit:
- Complaint logged in Complaint Register and initial assessment completed.
 - Acknowledgement email sent to complainant (if required)
 - Breach validated and severity assessed (minor / material)

CAC Consultation

- Within 5 working days of request, review complaints report and respond individually to GLNC with recommended remedial action.
- GLNC distributes proposed remedial action 2 working days after receipt from CAC members.
- Within 10 working days of receipt of request from GLNC CAC consensus reached on remedial action with any dissention noted.

Complaints Advisory Committee (CAC)

GLNC Board / GLNC may consult with Complaints Advisory Committee at any stage.
Complaints Advisory Committee assesses a breach and recommends an appropriate course of action.
Recommendations are non-binding but the Code Manager and GLNC must have regard to them.

Minor breach

- Within 3 working days from receipt of complaint or completion of the GLNC Product Audit:
- Proposed remedial action and timeframe determined and logged in Complaint Register, AND
 - Company advised of breach via phone call.
- Within 5 working days from receipt of complaint:
- Email sent to company with description of complaint and request for remedial action within specified timeframe. Company given 15 working days to respond (with confirmation of receipt sought by GLNC after 10 working days), AND
 - Email sent to complainant with assessment of the breach, proposed remedial action and timeframe, AND
 - Complaints report sent to Complaints Advisory Committee for information.

Breach by Non-Registered User

GLNC contacts manufacturer to introduce the Code and encourage registration to adhere to industry best practice.

Agreement in writing received from company to take proposed remedial action within agreed timeframe (12 months or as negotiated with the Code Manager).

Complaint Resolved

- Resolution letter sent to complainant.
 - Resolution remedial action and agreed timeframe logged in Complaint Register.
 - Updated Complaints Report sent to Complaints Advisory Committee for information.
- At conclusion of agreed resolution timeline**
- GLNC checks products on shelf to ensure compliance with remedial action
 - Complaint Register Log closed, OR
 - Company notified of continued breach (complaints procedure recommended)

Material Breach

- Breach is assessed to be a material breach
- Material breach examples:
- Likely to damage the reputation of GLNC
 - Likely to bring the Code or industry in disrepute
 - Intentional or reckless breach
 - Repeated breach
- Minor Breach Response**
- Company responsible for breach fails to respond in 15 working days, or refuses to take proposed remedial action in specified timeframe.

Escalation to GLNC Board

- Within 15 working days, breach assessed and appropriate, proportional remedial action determined by GLNC Board or its delegate in consultation with CAC if required.
- Within 3 days from GLNC Board assessment:
- Company advised of breach via phone call, AND
 - Email sent to company with description of complaint and request for remedial action within specified timeframe. Company given 15 working days to respond, AND
 - notification advice and action plan sent to CAC for information, AND
 - Email sent to complainant to advise of escalation.

Registered User removed

- GLNC Board or its delegate cannot resolve breach with Registered User.
 - Registered User and products removed from Code.
 - Email sent to complainant to advise action taken and removal period. Letter sent within 7 working days.
 - Notification advice and action plan sent to Complaints Advisory Committee for information.
- At conclusion of agreed period**
- GLNC checks products on shelf to ensure removal of material breach on label.