

Independent Greenlife Reviewer

When should I make a complaint to the Independent Greenlife Reviewer?

The Independent Greenlife Reviewer can review complaints related to:

Contractual arrangements between you and Bunnings
(trading terms, payment terms, stock agreements, etc).

Provisions and procedures outlined in the
Statement of Principles.

There are two avenues available to make a complaint

OPTION ONE: INFORMAL

Simply call or email the Reviewer to have a confidential discussion about your complaint.

If you don't get through straight away, the Reviewer will get back to you within 2 business days to explore your options.

The details of your complaint will not be shared with Bunnings unless you consent otherwise.

OPTION TWO: FORMAL

Step One Email complaint to the Reviewer, include:

- Your business name
- Key contact details
(name, title, phone number)
- Full details of your complaint, including any relevant sections of the Statement of Principles or contracts relevant to your complaint
- Confirmation you consent to your details being disclosed to Bunnings

Step Two Acknowledgement and Bunnings notification

- The Reviewer will confirm receipt of your complaint within two business days
- The Reviewer will contact you (by phone or email) to discuss your complaint
- Provided you've given consent, and once the Reviewer has a full understanding of your concerns, the Reviewer will notify Bunnings of the complaint
- If you don't give consent, the Reviewer will treat your complaint as informal and will not notify Bunnings

IF BOTH PARTIES ACCEPT THE RECOMMENDATION

Recommendation implemented **as soon as**
reasonably practicable

Step Three Bunnings response

- Within 10 business days of being notified, Bunnings will provide its response to the Reviewer
- The Reviewer may, if necessary, seek further information from you and/or Bunnings

Step Four Final recommendation

- The Reviewer will provide a written, non-binding recommendation to both parties
- The Reviewer's recommendation must be provided within 30 business days of initially confirming receipt of the complaint

IF BOTH PARTIES DO NOT ACCEPT THE RECOMMENDATION

The Reviewer must **notify the other party**.

You are still free to **pursue other avenues** in respect of your complaint

The Independent Greenlife Reviewer is **NOT** a substitute for Confidential whistleblower services for reporting unethical, illegal, fraudulent, or undesirable conduct. These concerns should be raised via the methods outlined in section 7 of the Statement of Principles – 'Confidential whistleblower services'

