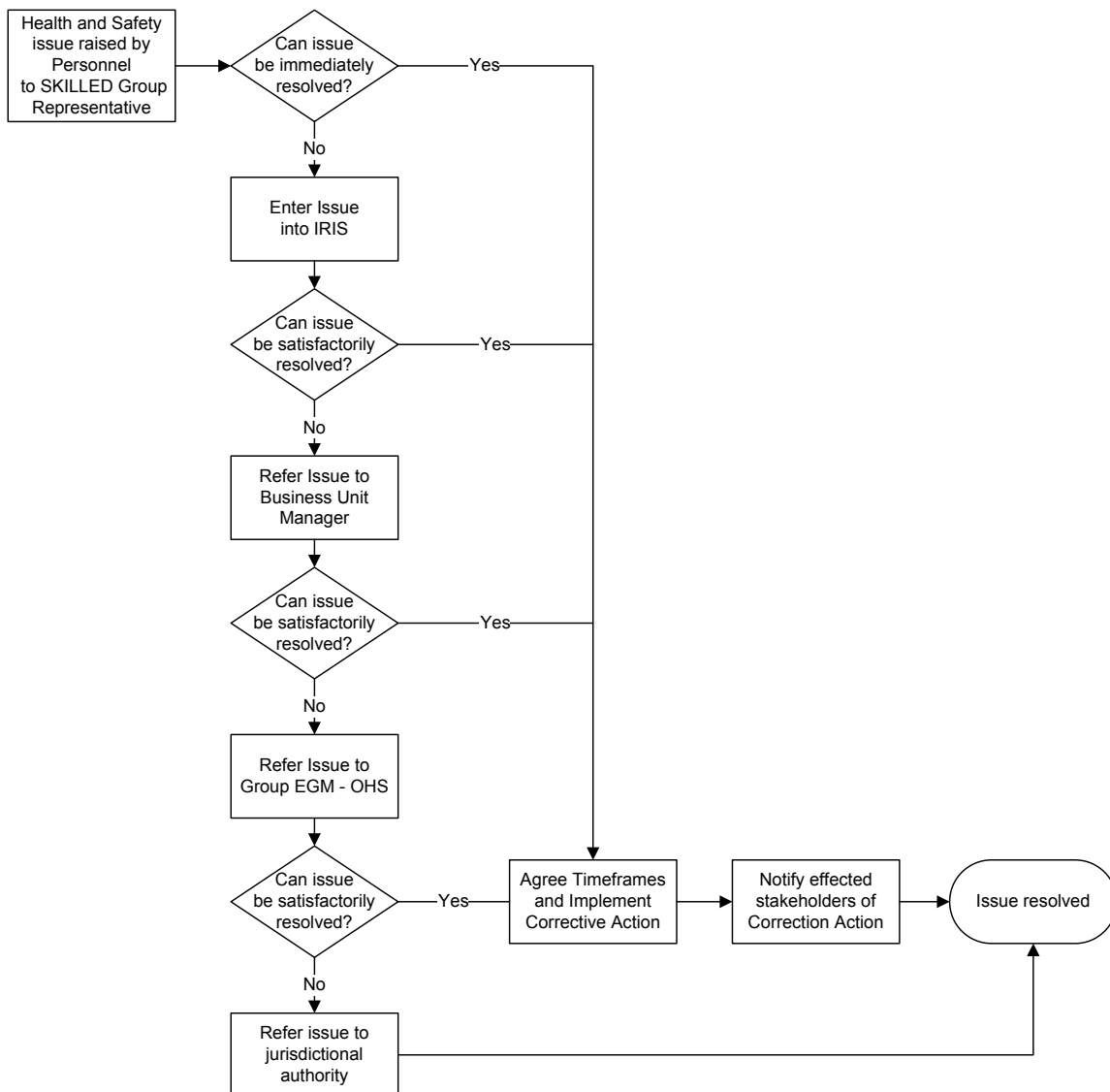


Complaints Resolution Quick Reference Guide

SKILLED Group has a documented complaints procedure, as detailed within the Employee Consultation and Communication Procedure (SG OHS MS P014) that details the process for dealing with health and safety formal and informal complaints received from internal and external parties. This procedure has been established to resolve an individual or group grievance, as soon as possible, to the satisfaction of the effected person/s and company.

Where necessary, the issue is entered into the SKILLED Group Issue Resolution and Information System (IRIS) so that it can be managed and evaluated for effective resolution in accordance with the SKILLED Group Corrective Action processes. This mechanism also provides an avenue for communication of outcomes to interested key stakeholders including external parties.

The following flow chart identifies the process that ensures that all issues will be considered, escalated as required and resolved to the satisfaction of all relevant parties.



Guideline Reference	Version	Issue	Review	Authorisation	Valid for month proceeding	Page No.
SG OHS MS G375	1.0	03/08/09	03/08/11	Group EGM - OHSE		1 of 1