**Avery OKane Associates Pty Ltd (AOK) Complaints and Grievance Procedure**

AOK aims to offer an effective complaints mechanism which is consistent with the UN Guiding Principles on Business and Human Rights i.e. legitimate, accessible, predictable, equitable, transparent, rights compatible, a source of continuous learning, and based on engagement and dialogue.

If you believe that your human rights have been, or might be, adversely impacted by AOK’s work, you have the opportunity to raise this with us through our complaints procedure. Alternatively, you may ask a representative to do this for you. We undertake to respond promptly according to the deadlines set out below.

**Step 1**

Complaints can be raised:

By mail to:

Christa Avery

Director

Avery OKane Associates Pty Ltd

68 Bruce Street, Cooks Hill

New South Wales, 2300

Australia

By email to:

christa@aok-associates.com

By phone to:

+61434 344 345

You should clearly identify your complaint ~~as a complaint~~ under the AOK Complaints and Grievance Procedure and provide details of where we can contact you.

We undertake to acknowledge your complaint within two working days by the same means you contacted us where viable and to let you know the name of the person handling your complaint. We undertake to provide a substantive response within two weeks.

Where you ask us to keep your identity confidential, we will do so.

Anonymous complaints will be considered but will not receive a response.

If the complaint is particularly complex, we will contact you within two weeks to provide a new deadline for a response.

If AOK considers that the complaint is not related to an actual or potential impact on human rights, we will inform you accordingly. No further action will be taken by AOK.

At all stages of the process, AOK will seek to resolve the complaint through dialogue on equitable basis. Where adjudication is needed, both parties could seek to agree to appoint a legitimate, independent third-party to adjudicate.

This non-judicial grievance mechanism should not in any way prejudice your ability to seek recourse through other third-party mechanisms, including state-based mechanisms, such as courts.

# Version Control:

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| **Person** | **Update:** | **Vetted:** |
| Christa Avery | January, 2020 | Matthew O’Kane |
| Matthew O’Kane | March, 2024 | Christa Avery |
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