

GRIEVANCE RAISER

COLES

SUPPLIER

INDEPENDENT VERIFICATION

ACKNOWLEDGEMENT OF GRIEVANCE & PRELIMINARY REVIEW

Grievance is reported to Coles

- Stopline
- Coles Wages & Conditions Hotline / Email

Coles assesses nature of grievance

Supplier is notified of grievance / complaint raised

GRIEVANCE INVESTIGATION REVIEW & VERIFICATION

Invited to participate as and when appropriate

Commence investigation of grievance within an agreed timeframe

As requested, share additional information with Coles

Determine approach to resolving grievance (optional site investigations)

Notified of grievance by Coles

Prepare time-bound remediation and action plan to resolve grievance

Recommend action plan with Coles and supplier

IMPLEMENTATION & MONITORING

Notified of outcome

Implement and monitor until grievance is resolved (regular updates provided to stakeholders)

Verification

Self-assessment / PIR

Monitoring

Key: *indicates a core process step

*indicates a process step that is not definitive