



FRUITORAMA (SA) PTY. LTD. A.C.N. 007 716 378 A.B.N 27 007 716 378

DISPUTE RESOLUTION PROCESS:

FRUITORAMA (SA) Pty Ltd agrees to appoint a “Dispute Resolution Officer” to manage all complaints regarding conduct under the Horticulture Code of Conduct. In the event that there is a complaint with regards to a produce consignment, payment of terms or price variation the following process should be initiated.

- Complaint to be lodged (in writing) with the relevant company representative that the complainant has been dealing with or alternatively with the Dispute Resolution Officer (or both).
- Complainant needs to provide an overall prescriptive of the problem(s) that also includes;
 1. Details of the consignment,
 2. Photocopy of all relevant documents that relates to this matter,
 3. All correspondence between parties,
 4. Name of the person the complainant was dealing with,
 5. The outcome the complainant requires.

Fruitorama (SA) Pty Ltd will respond in writing of any concerns or complaints within seven (7days) of receiving a formal written complaint. Please note that additional information could be requested to resolve this complaint. Fruitorama (SA) Pty Ltd will aim to complete this matter within 31 days of receipt of a complaint request.

If this matter cannot be resolved amicably and fairly, Fruitorama (SA) Pty Ltd will refer the complainant to the dispute resolution procedures set out in clause 32 of the Horticulture Code of Conduct.

All information provided to Fruitorama (SA) Pty Ltd will be confidential in nature and only disclosed to any person(s) for the purpose of obtaining legal advice (if applicable).

Contact Details:

Dispute Resolution Officer Name: Nicholas Psevdos

Company Address: Store 30, Adelaide Produce Market, Diagonal Road, POORAKA, SA, 5095

Telephone Number: (08) 8349-6055

Fax Number: (08) 8349-5932

Email: npsevdos@fruitorama.com.au