



Packaging Product Stewardship Scheme

(Managed by the Packaging Council of New Zealand Inc)

Complaints & Suggested Improvements Process

The packaging product stewardship scheme ('scheme') operates within the Packaging Council of New Zealand Inc and is required to operate a process for handling complaints and suggested improvements. Any such communications received by the scheme manager shall be classified as issues relating to:

- packaging functionality (i.e. fit for purpose);
- packaging design (i.e. resource efficiency, use of low impact packaging materials and resource recovery); or
- scheme governance (i.e. related to the scheme's procedures, results, reporting, etc).

This procedure is intended to assist both the scheme manager and scheme members in identifying opportunities for improvement. Considered promotion of this process will also be used to maximise value to the scheme.

Packaging Functionality

If the issue(s) raised in the complaint are not of an environmental nature, then the scheme manager will respond appropriately to the correspondent and recommend that they contact the company directly. If the issues are of an environmental nature, then they will be handled as set out below under 'Packaging Design'.

Packaging Design

Non-Members

If the company to whom the complaint applies is not a member of the scheme, the scheme manager will acknowledge receipt of the complaint, advise the correspondent (copying the company concerned) that the company is not a member of the scheme and recommend that they make contact with the company directly.

Members

If the company to whom the complaint applies is a member of the scheme, the scheme manager will acknowledge receipt of the complaint, advise the correspondent that the

complaint has been passed to the designated representative of the company to whom their complaint applies and that a direct response from the company should be expected.

The scheme manager will formally pass the complaint to the designated representative of the company to whom the complaint applies and advise that they are expected to consider the complaint in good faith, respond directly to the correspondent and copy the scheme manager.

The scheme manager will monitor the outcome of the complaint and provide a report to the scheme's governing board. In the event that there is no satisfactory resolution to the complaint, the scheme manager will refer the correspondence to the scheme's governing board for consideration and possible action.

Scheme Governance

All genuine suggestions to improve the governance of the scheme will be referred to the scheme's governing board for consideration and possible action. All parties to the suggestion will be informed of the outcome.