



Fiji Sugar Corporation Ltd: Launch of a Farmer Complaints Management & Whistle Blowing Service

The Fiji Sugar Corporation Ltd is to launch a structured **Complaints Management and Whistle Blowing Service** for all our stakeholders effective from Monday, 3rd April 2017.

A toll free hotline 0800 6661972 has been established.

Using this toll-free hotline, sugarcane farmers and all stakeholders will be able to register complaints, concerns, report on unethical behavior of our staff, fraud or use this service as an avenue for whistle-blowing. Apart from the above toll free hotline, an e-mail address: complaints@fsc.com.fj has also been set up as an alternative reporting service.

The toll free service will be available during weekdays from 8 am to 4pm from 3rd April 2017. The e-mail service will be available at all times from 3rd April 2017. Recording of complaints received through the e-mail service outside of work hours will be done the next business day.

All complaints lodged through the toll-free number and e-mail service will be appropriately recorded, tracked, escalated and investigated as required. The complainant will be issued with a tracking number and feedback will be provided within 48 hours of the report being registered.

When complaints are registered through the toll free service, the complainant will be issued a **Tracking Number** immediately. When a complaint is registered using the complaints e-mail, the **Tracking Number** will be e-mailed to the complainant. This number can be used as a reference for tracking a particular complaint.

The staff dealing with the complaints will be appropriately trained. The service will be available in all three languages.

The identity of the caller will always be kept confidential.

We are encouraging all stakeholders to make use of this system as complaints made outside this system cannot be monitored and we cannot guarantee a formal response to unregistered complaints.

Graham Clark

Chief Executive Officer