

HSSE Procedure

Complaints Management QLD

PROCEDURE

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TOLL

Internal

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1. Purpose

The purpose of this procedure outlines the process of managing complaints that arise during the management of a workers' compensation claim.

2. Scope

This procedure shall apply to disputes escalated to Toll Holdings Limited, Queensland, regarding the management of claims and or rehabilitation activities.

The procedure does not apply to any dispute arising under the statutory review process in accordance with the Workers' Compensation and Rehabilitation Act 2003 s540. Where a decision is made on a claim and or the participation of a worker in the Accredited Rehabilitation and Return to work program, Toll Holdings Limited will provide workers with written notice for the reasons a decision has been made, including notification of their right of review in accordance with the Workers' Compensation and Rehabilitation Act 2003.

3. References

- AS4269 Australian Complaints Handling Standard
- WCRS, Queensland Self-Insurance Audit Process, July 2021
- WCRS, Accredited rehabilitation and return to work program guideline – for Insurers
- Toll Group Policies and Standards

4. Toll Group Policies and Standards

4.1 Grievance Resolution Standard

The Toll Grievance Resolution Standard provides guidance to assist workers and managers resolve grievances effectively in the workplace. The standard applies to everyone who works at Toll in any capacity, whether full-time, part-time or casual, temporary employees and contractors and any other workplace participant within Toll Group.

Toll Group's 'Open Door Policy' allows a worker with a complaint and/or grievance to discuss and resolve their issue by speaking with their manager or immediate supervisor and arranging a time and date for discussion.

4.2 Workplace Behaviours Policy

The Workplace Behaviours Policy sets out Toll's approach to workplace behaviours for both the company and workers. The policy is designed to help all parties understand Toll's commitment towards workplace behaviours, the expected behaviour of Toll workers and the consequence of breaching the policy.

4.3 Toll Group Whistleblower Policy

The Toll Group Whistleblower policy provides an avenue for workers and third parties to report any concern relating to instances of suspected unethical, unlawful or other improper conduct.

Concerns can be escalated through the Toll Disclosure Hotline. The Toll Disclosure Hotline is a completely independent online reporting service that gives workers the opportunity to report improper conduct anonymously.

The hotline, hosted by a third-party provider 'EthicsPoint', can be accessed via the following number: 1800 961 317 or online at: <https://secure.ethicspoint.eu/domain/media/en/gui/101804/index.html>

5. Process

5.1 Lodging a Complaint

Toll Holdings Limited is committed to making every effort to resolve any dispute to the satisfaction of all parties at any time during the claim and or rehabilitation process.

Disputes may arise from any stakeholder in the claims and rehabilitation process including;

- Workers
- Employer
- Treatment providers
- Rehabilitation providers

- Union and legal representatives
- Workers' compensation regulator.

There are a few avenues for escalation of concerns, these include but are not limited to;

- Raising your concern directly
 - Contacting the Workers' Compensation team or your appointed Injury Management Adviser directly to raise your concern or grievance, either verbally or in writing
 - Lodging the complaint via the workers' compensation site <https://www.tollgroup.com/tollworkerscomp>
- Escalating through your Manager/Employer
 - Speaking with your manager and asking that they escalate the concern on your behalf;
 - Raise a concern online through the Toll Disclosure Hotline.
- Seeking Guidance from an External Party
 - Speaking with your union representative to escalate your concern;
 - Contacting the office of the Workers' Compensation Regulator by lodging online <https://www.worksafe.qld.gov.au/contact/give-a-complaint-or-complaint> or by calling 1300 362 128
 - Seeking legal advice

5.2 Managing a complaint

If a complaint is lodged or a grievance escalated, then Toll Holdings Limited will identify an appropriate resource to investigate the complaint.

The party who has escalated the grievance will be contacted both verbally and/or in writing and will be informed;

- Who will be investigating the complaint
- Detail the grievance/allegation that will be investigated
- How the investigation will be managed
- Confirm what Information will be gathered during the investigation and detail the process how the information will be obtained
- Timeline for the investigation to occur
- How the outcomes will be communicated
- Confirm confidentiality through the investigation process

5.3 Outcome and Documentation

Appropriate action will be taken based on the outcome of the investigation, with records maintained of the actions implemented and resulting outcomes.

Toll Holdings Limited provides a written response to;

- The party who escalated the grievance of the outcome and findings, and where relevant also notifies them of their right of review if they are unsatisfied with the outcome of the investigation.
- If the allegations were in relation to another party, then that party is also advised of the outcome.

Depending upon the nature of the complaint, consideration is given to the requirement to notify WCRS in accordance with licencing obligations and/or consider other internal media risks that may be relevant.

5.4 Complaints Register

All complaints and outcomes are recorded in a Complaints Register which is reviewed as part of the insurer's self-assessment and ongoing continuous improvement review.

6. Worker Satisfaction Survey

A satisfaction survey is distributed to all workers that have had a workers' compensation claim and had rehabilitation involvement during their claim. The survey provides a worker with the opportunity to provide feedback which can be provided anonymously on:

- The assistance provided by their RRTWC and employer,
- Information and assistance provided during the management of their claim,
- Information and assistance provided during the management of their rehabilitation.

The data from completed surveys are considered as part of the governance framework to measure the outcomes achieved and review performance.

Where specific complaints or grievances is escalated through the completion of the survey, these are followed up in accordance with this process.

7. Related Documents

- Toll Group – Grievance Resolution Standard
- Toll Group - Workplace Behaviours Policy
- Toll Group – Whistleblower Policy
- Toll Group – Workplace Rehabilitation Policy

8. Document Control

Effective Date: 21 May 2026

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9. Amendments

Version	Amendment	Section	Date	Author
1.0D	First draft	All	21/05/2026	Amber Stephenson
1.0F	Final approval	All	21/05/2026	Glen Marks

Appendix A. Toll Workers' Compensation Survey

Toll Workers' Compensation Survey

You're invited to take part in a short survey about your experience with the workers' compensation process at Toll. You're receiving this because you were issued a workers' compensation medical certificate between 1 April 2025 and 31 January 2026.

Your feedback is really important to us, as it helps us understand what's working well, and also provides insights around where we can improve to better support you and others during recovery.

Thank you for taking the time to share your experience

* Required

1. My workers' compensation claim was lodged in the following state. *

- NT
- QLD
- NSW
- ACT
- VIC
- TAS
- SA
- WA

2. Did you feel communication about your claim was timely and responsive? *

- Yes
- No
- Other

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3. A Toll Injury Management Advisor or independent professional supported my rehabilitation and return to work planning and stayed in regular contact with me, my treatment providers, and my Business Unit. *

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- Other

4. To what extent did your Line Manager / Business Unit provide the support you needed during your recovery and return to work? *

- Extremely supportive
- Very supportive
- Moderately supportive
- Slightly supportive
- Not at all supportive
- Other

5. Has your perception of Toll's commitment to employee wellbeing changed as a result of your experience on a workers' compensation claim? *

- Yes
- No
- Other

6. I felt well informed about my rights and responsibilities throughout the process. *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Other

7. How satisfied were you with the support and overall experience you received through the workers' compensation and injury management process at Toll, including the respect, empathy and dignity shown to you throughout your claim? *

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Other

8. Do you have any additional feedback that may help us improve the support we provide to injured employees in the future? *