



**Produce and Grocery  
Industry Ombudsman**

## **Dispute Resolution for Produce & Grocery Industry Members**

It is inevitable that disputes will arise even in the best business relationships. For early resolution it is important that issues are discussed directly with the other party at the time. However, if this proves unsuccessful, the matter should be progressed formally using the internal dispute resolution procedures, if available.

The Produce & Grocery Industry Code of Conduct provides a framework for industry participants to define acceptable business practices and, if the parties are still dissatisfied with the outcome of their negotiations, the Code allows for the dispute to be mediated by the Ombudsman.

### **Who is covered?**

The Code covers all industry participants in the Australian Produce & Grocery Industry in their vertical supply relationship with one another. They include businesses involved in the production, preparation and sale of food, beverages and non-food grocery items, including primary producers, manufacturers, processors, wholesalers, importers, distributors, brokers, agents and grocery retailers.

### **What is the role of the Ombudsman?**

The role of the Ombudsman is to facilitate solutions to disputes in accordance with the Code. In particular the Ombudsman will determine whether a dispute is covered by the Code and whether it is suitable for mediation. Provided that the dispute is covered by the Code and is suitable for mediation, the Ombudsman will, in consultation with the parties, arrange a time and place for the dispute to be mediated.

### **What will it cost?**

A \$50:00 application fee applies when you lodge your application, however the applicant may apply for a waiver of the fee on grounds of serious financial hardship.

### **How to make contact**

If you want to discuss an issue or find out more about the Code and its dispute resolution process you can call free of charge or check out the website.

Contact:

Bob Gausson or David Holst - Produce & Grocery Industry Ombudsman

**FREE CALL 1800 004 444**

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