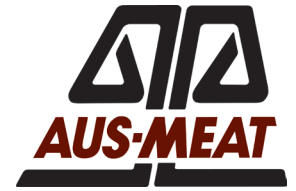


# AUS-MEAT Enquires Handling Policy & Procedure Over-The-Hooks Trading



## Background

AUS-MEAT can be requested to provide technical assistance in investigating any disputes relating to carcass measurements when livestock are traded '[Over-The-Hooks](#)' at an [AUS-MEAT Accredited Processor](#).

In this capacity, AUS-MEAT will act as an independent resource to the meat and livestock industry and will conduct investigations in accordance with AUS-MEAT's Enquiry's Handling Policy and Procedures

All claims / investigations are limited to Technical / Language and Grading advice and AUS-MEAT does not provide Dispute Resolution or Mediation services.

### Enquiry's Not Covered by AUS-MEAT technical services

- Condemnations (part / complete), disease reports or any action required by the controlling authority to ensure the removal of visually contaminated surfaces that may compromise food safety or wholesomeness
- Saleyard selling processes and costs
- Livestock handling and transport processes
- Commercial matters such as company grades, grid pricing, and service kill fees etc.
- Carcass competition results (show cattle, led steer competitions etc.)

## Our six (6) point enquiry process

### 1. We acknowledge

Within five (5) business days of receiving your enquiry we will acknowledge receipt of your enquiry.

### 2. We review

We undertake an initial review of your enquiry and determine if any additional information or documentation may be required to complete an investigation, we may need to contact you to clarify details or request additional information where necessary.

### 3. We investigate

Availability of our field staff varies, but we will endeavour to investigate your enquiry objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your enquiry. Generally our investigation will be completed within Twenty (20) working days.

#### **4. We take action**

Where appropriate we take the necessary action to ensure compliance with any relevant requirement of the National Accreditation Standards.

#### **5. We respond**

Following our investigation we will notify you of our findings and any actions we may have taken in regards to your enquiry. With regards to current privacy laws, we are limited in the amount of information we can provide resulting from our investigation.

#### **6. We record**

We will record your enquiry for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with our privacy policy and relevant privacy legislation.

### **Appealing a decision**

Producers are entitled to formally appeal the outcome of the investigation decision. The appeal should proceed with a formal written request outlining the reasons for the appeal and the determined resolution (outcome). Once details of the appeal have been received they will be forwarded to the AUS-MEAT Certification Manager who will undertake a review of the enquiry.

A decision will be made regarding the appeal either indicating the original findings stand or details of a possible re-assessment. The findings of the appeal will be notified in writing of the outcome with reasons for the decision.

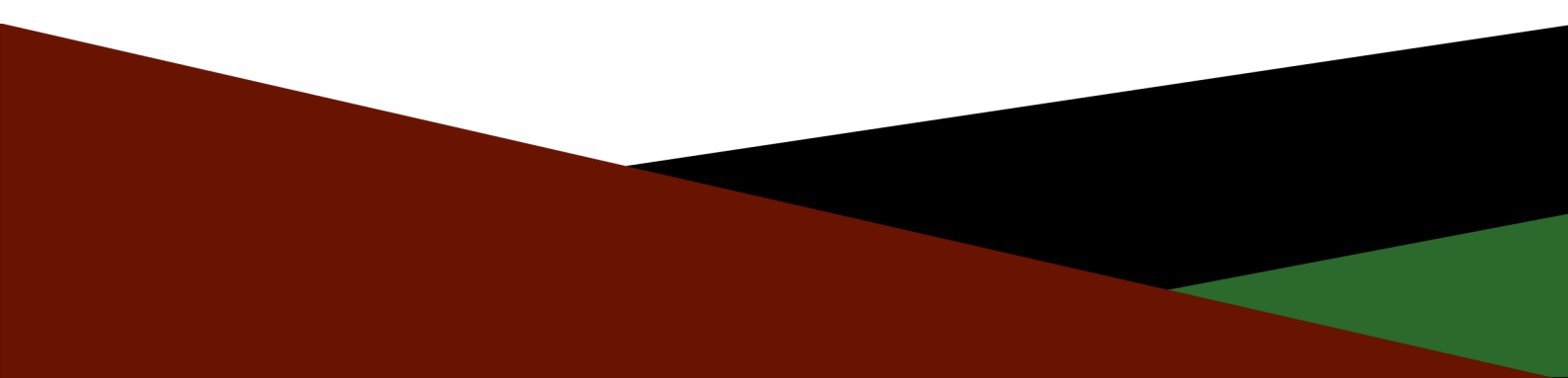
### **Where to from here?**

Firstly it's important to note that AUS-MEAT Limited does not get involved in any commercial aspect of processing and the pricing structure of livestock grids. The agreement you have with your processor is a commercial arrangement between you and your customer (the processor).

AUS-MEAT's charter is to underpin the descriptions used during the trading of meat and livestock. Where descriptions are used by AUS-MEAT Accredited Enterprises they must at all times comply with the Standards that relate to the application of the AUS-MEAT Language. In turn all processors are audited to ensure a high level of compliance with the National Accreditation Standards.

Remember, AUS-MEAT does not determine how much you get paid. It is AUS-MEAT's responsibility to ensure the accurate application of the AUS-MEAT language through the production chain.

The following is a basic step guide to dealing with any technical enquiries you may have in relation to your feedback and carcass compliance.



### **1. Understand how the AUS-MEAT Language is used during trading**

Review the outcomes of your performance feedback and correlate that back to your livestock pricing grid. Determine how and why you did not make “top dollar”. This should provide you with the objective evidence to understand how to better comply with your customer’s requirements for the next consignment.

### **2. Contact your AUS-MEAT Accredited processor**

The best person to talk to regarding your feedback outcomes and any commercial arrangement you may have, is your customer (the processor). If you have a good relationship with your customer, any enquiries or disputes will be worked through amicably.

AUS-MEAT has at times been called upon by accredited processors to provide technical assistance for the resolution of producer enquiries or disputes.

### **3. For more technical advice regarding the application of the language contact AUS-MEAT Limited**

You can at any time contact AUS-MEAT Limited for technical advice relating to the application of the AUS-MEAT Language.

**Note: AUS-MEAT in providing technical services does not provide dispute resolution or mediation services.**

Contact AUS-MEAT Limited (P) 1800 621 903 (E) [ausmeat@ausmeat.com.au](mailto:ausmeat@ausmeat.com.au)