

ENQUIRIES, CONCERNS AND COMPLAINTS MANAGEMENT PROCESS

New Hope's process for managing community enquiries, concerns and complaints reflects our commitment to building strong relationships, mutual trust and respect between the New Acland Coal Mine Stage 3 Project and our local communities.

When managing enquiries, concerns and complaints, New Hope is committed to:

- » *Timeliness* – Ensuring all enquiries, concerns and complaints are acknowledged within two working days.
- » *Sensitivity* – All parties' feelings and perspectives are to be respected.
- » *Fairness and impartiality* – All parties will be afforded substantive and procedural fairness in the resolution process; and
- » *Confidentiality* – Only parties directly involved in the complaint, or those involved in decision making about outcomes, will have access to information about the complaint.

When managing complaints, New Hope will seek resolution through dialogue and joint problem solving with affected stakeholders.

The resolution of a complaint will vary according to the issue raised; and may range from an investigation and explanation of findings, to mitigation measures or a change in practice.

New Hope will continue to work closely with directly affected landholders to ensure their information needs, concerns or complaints are addressed in line with individual agreements.

How to lodge an enquiry, concern or complaint about the Project

The Project team can be contacted in a number of ways:

- » Contact the **New Hope Community Information Centre** by calling **07 4691 3445**, or visit us at **Shop 90/88 Campbell Street, Oakey**.
- » **Freecall 1800 882 142** – your call will be answered during business hours, or you can leave return call details outside of business hours.
- » Email community@newhopegroup.com.au

Definitions:

- » **Enquiry** - refers to a general request for information (e.g. employment opportunities).
- » **Concern** - refers to a particular matter of interest or importance to a stakeholder (e.g. environmental management, groundwater, business impacts).
- » **Complaint** - refers to a specific incident or incidences which have occurred (e.g. increased noise on a particular day/night).

