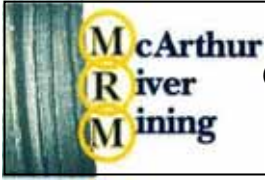


Appendix I  
Complaints Procedures

**Appendix I Complaints Procedures**

- I.1 Community Complaints Procedure**
- I.2 Community Complaints Procedure Form**

Appendix I.1  
Community Complaints Procedure



**McArthur River Mining Pty Ltd**  
**COMMUNITY COMPLAINTS PROCEDURES-DRAFT**  
**MRM PRO – 00XX**

## 1. SCOPE/PURPOSE

To ensure that complaints against McArthur River Mining Pty Ltd (MRM), including environmental complaints, are properly documented and responded to in accordance with licence requirements and Company Policy to maintain an open, frank and informative dialogue with the Local Community.

## 2. AUTHORITY

The Community Relations Superintendent, Community Development Officer and Environmental Superintendent are responsible for;

- Ensuring that complaints relating to activities of McArthur River Mining are documented and responded to in a professional and scientifically creditable manner; and
- Resources are available to ensure that these procedures can be followed.

The Community Relations Superintendent and Community Development Officer should receive and document all community complaints of any nature on form MRM FRM – 00XX Community Complaints. If the complaints are of an environmental nature they must counter sign MRM FRM – 00XX Community Complaints with the Environmental Department.

The Environmental Superintendent should ensure that information on complaints is passed on to the Community Relations Superintendent and the Community Development Officer.

The Environmental Superintendent should ensure details of environmental complaints are recorded in MRM REG - 00XX Environmental Incidents and Complaints and entered into SiteSafe as appropriate. If the nature of the complaint requires that it should be reported to Xstrata Corporate the Environmental Superintendent should ensure that this is done in accordance with Xstrata Corporate procedures when these are finalised.

The Community Relations Superintendent and the Environmental Superintendent should ensure that MRM FRM – 00XX Community Complaints are filed for a period of not less than 7 years and ensure that this procedure is reviewed every two years.

The General Manager should also ensure that these procedures are reviewed every two years.

**Note: Only the electronic version of this procedure located in the MRM Web Page is the controlled document. Any paper copies of this procedure are not controlled documents and therefore are not considered valid documents.**

## 3. DEFINITIONS

None.

<u>Prepared By:</u> Julie Marris (Senior Environmental Officer)	<u>Date Approved:</u> 04/03/04	<u>Reference Number:</u> MRM PRO – 00XX	<u>Revision Number:</u> 1
<u>Approved By:</u> Brian Hearne (General Manager)		<u>Next Review:</u> 04/03/06	<u>Last Review:</u>



**McArthur River Mining Pty Ltd**  
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**MRM PRO – 00XX**

**4. HAZARDS AND CONTROL MEASURES**

<b>Hazard</b>	<b>Controls</b>
Community complaints are not adequately addressed.	Document complaint and take appropriate action to address the complaint as required.
Issues that are not actually of great concern to the community are given undue attention.	Document complaint and take appropriate action to address the complaint as required.

**5. MATERIALS AND EQUIPMENT**

- Community Complaints File held in Community Relations Office.
- Community Complaints Form MRM FRM – 00XX Community Complaints.
- Register of Environmental Incidents and Complaints MRM REG – 00XX Environmental Incidents and Complaints.
- SiteSafe.
- Xstrata Corporate Reporting Procedures (when finalised.)

**6. PROCEDURE**

**6.1 Receipt of complaint**

The Community Relations Superintendent and/or Community Development Officer shall be notified of all community complaints. The person receiving the community complaint shall complete MRM FRM - 00XX Community Complaints, noting the time and date of complaint; name, address and contact number (if possible) of the complainant; the means of communication; and the nature of the complaint.

For complaints relating to the environment, a copy of MRM FRM - 00XX Community Complaints shall be forwarded to the Environmental Superintendent.

The General Manager should be immediately informed of community complaints of a significant nature as considered appropriate by the Community Relations Superintendent and the Environmental Superintendent.

**6.2 Investigation of complaint**

The Officer(s) (assigned on approval from the General Manager or by the Community Liason/Environmental Superintendent on behalf of the General Manager) is responsible for investigating the complaint and noting the details on MRM FRM – 00XX.

This Officers name should be listed on the complaint form MRM FRM – 00XX Community Complaints in the section marked '**Officer Assigned to Investigate by General Manager.**'

**6.2.1 Nature of complaint**

The majority of community complaints are for unusual occurrences in the local marine environment. If deemed necessary, the Officer may contact the Mabunji Sea Ranger Unit to determine likely impact of MRM operations in the vicinity of the complaint.

**6.2.2 Other**

For other complaints the Officer may contact an appropriate section or department for advice on the nature of the complaint. For example, Metallurgy for issues relating to the Tailings Dam.

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**MRM PRO – 00XX**

**6.3 Responding to the complaint**

When the Officer is satisfied that they have gained as sufficient information as they are likely to, they shall endeavour to contact the complainant to resolve the issue. The Officer shall inform them of their investigation and any actions taken or to be taken, as appropriate, to resolve the issue.

The Officer shall provide information that is factual, unbiased and scientifically based in an effort to appease and address the concerns to the satisfaction of the complainant.

The Officer shall record details of actions taken in MRM FRM - 00XX Community Complaints in the section marked '**Information Regarding Complaint.**' Additional pages and reference documentation should be attached to the complaint form as appropriate to ensure that the complaint, background information and resolution is clearly documented.

**6.4 Recording of complaints**

Once the complaint has been dealt with to the satisfaction of the Community Superintendent, and in the case of environmental complaints, the Environmental Superintendent, the Community Superintendent will fax the complete MRM FRM – 00XX Community Complaints to the General Manager of the Operations. In the case of environmental complaints a copy of the complete MRM FRM – 00XX Community Complaints should be faxed to the Environmental Superintendent as well.

The Community Superintendent is responsible for keeping a copy of the completed MRM FRM – 00XX Community Complaints in the Community Complaints file for a period of not less than 7 years.

The Environmental Superintendent is responsible for recording details of environmental complaints in MRM REG – 00XX Environmental Incidents and Complaints and Site Safe and ensuring the faxed copy of MRM FRM – 00XX is kept for a period of not less than 7 years.

If the nature of the complaint requires that it should be reported to Xstrata Corporate the Environmental Superintendent should ensure that this is done in accordance with Xstrata Corporate procedures when these are finalised.

**7. REFERENCES**

*MRM FRM - 00XX Community Complaints*

*MRM REG – 00XX Environmental Incidents and Complaints*

*MRM STD – 00XX Communications*

*Xstrata Corporate Reporting Procedures (when finalised)*

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Appendix I.2  
Community Complaints Procedure Form



**McArthur River Mining Pty Ltd**  
**COMMUNITY COMPLAINTS PROCEDURES-DRAFT**  
**MRM PRO – 00XX**

**COMPLAINANT DETAILS**

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Complaint received by: \_\_\_\_\_

Tick appropriate response:

Telephone

Letter

Face to Face

Other

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**Information Regarding Complaint:**

(NB. Additional information and papers may be attached)

**Officer Assigned to Investigate by General Manager:** \_\_\_\_\_

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