



# ENQUIRY AND COMPLAINTS MANAGEMENT

*The New Hope Group believes that effective enquiry and complaints management is integral to building communication, respect and trust between its operations and local communities.*

The enquiry and complaints process also assists in detecting and addressing local concerns at an early stage.

In managing community concerns and complaints, New Hope is committed to:

- » Timeliness – Concerns and complaints will be responded to within two working days.
- » Sensitivity – Both parties' feelings and perspectives are to be respected.
- » Fairness and impartiality – Both 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.

Wherever possible, New Hope will seek resolution to concerns through dialogue and joint problem solving with affected stakeholders.

The way in which complaints are resolved will vary according to the issues, and may range from a reasonable rejection of the complaint (with a full explanation provided to the complainant) to mitigation or change in practices.

You can lodge your feedback, enquiry or complaint regarding the Project in a number of ways:

- » Call 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](mailto:community@newhopegroup.com.au)
- » Visit the New Hope Community Information Centre at 90/88 Campbell Street, Oakey.

New Hope is committed to working directly with you to respond to feedback or complaints in an acceptable and timely way, there is also an option to lodge your feedback or complaint with the Project's regulatory authority, the Department of Environment and Heritage Protection.