

INFORMATION SHEET – COMMUNITY COMPLAINTS

From time to time community members may express concerns about Navarre’s operating procedures or activities. We encourage the community to make us aware of any possible impacts or concerns. This will enable both parties to work towards an amicable resolution.

Key definitions relevant to community issues resolution are:

- A **complaint** is a notification to Navarre by a community member, group or organisation that they have suffered some form of offence, detriment, impairment or loss because of business activity and/or employee or contractor behaviour;
- A **dispute** is a disagreement over a fact or outcome that requires negotiation between the Company and the Community;
- A **grievance** is a complaint or dispute that has escalated to the point where it requires third party help or intervention to resolve. Typically, grievances involve more than one community member and relate to disputes that have remained unresolved for some time.

When a community member makes contact with Navarre in relation to a **complaint**, a procedure for resolution commences immediately. In such circumstance the following steps are taken to resolve the matter:

1. Details logged in Complaint Register and directed to appropriate Navarre team member;
2. Issue resolution and response to community member (immediate for urgent matters or within 72 hours for all other matters);
3. Internal documentation changes to reflect management/equipment change;
4. If resolution with community member not reached, elevate matter to **dispute** status;
5. Meeting convened with community member and next most appropriate senior manager to discuss matter;
6. If resolution with community member still not reached elevate matter to **grievance** status;
7. Identify and appoint a third-party mediator;
8. Attend mediation to attempt to resolve grievance;
9. An unresolved dispute may be referred to the Mining Warden under Section 97(1) of the MRSD Act.

More information: Code of Practice for Mineral Exploration, Part C – 3.
www.earthresources.vic.gov.au
Navarre Fact Sheet: Community Amenity