



Community Feedback Management Process

How to submit feedback

Chalice aims to manage the impact of our operations through the continued consideration of the social and business interests of the local community. We encourage the local community to make us aware of any possible impacts or concerns they may have regarding Chalice's procedures or activities so we can work towards an amicable resolution and minimise our impact.

When a community member contacts Chalice with feedback or 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 Community Feedback Register and directed to appropriate Chalice team member;
2. Issue response to community member (within 72 hours unless urgent);
3. Internal communication to ensure relevant changes are actioned;
4. If resolution with community member not reached, elevate matter to dispute status;
5. Meeting arranged with community member and most appropriate senior manager to discuss matter;
6. If resolution with community member still not reached, identify and appoint a third-party mediator;
7. Attend mediation to attempt to resolve grievance;
8. An unresolved dispute may be referred to Institute for Arbitrators and Mediators Australia (IAMA).

Further information for the Landholder can also be found at the Department of Mines, Industry Regulation and Safety (DMIRS): ["A Farmers Guide to Land Access"](#).

DMIRS can be contacted directly at:

Telephone: (08) 9222 3215

Email: LandAccessWA@dmirs.wa.gov.au

Any mediation will be conducted in line with the rules of the IAMA, which can be downloaded from www.iama.org.au.

For more information: [Western Australian Mining Act 1978 \(the Mining Act\)](#).

Feedback can be sent directly to Chalice through any of the following contact channels:

Via Post:	GPO Box 2890, Perth, Western Australia 6001
Telephone:	+61 08 9322 3960
Fax:	+61 08 9322 5800
Email:	info@chalicemining.com
In Person:	Level 2, 1292 Hay Street, West Perth, Western Australia 6005 OR onsite with relevant Chalice field personnel.