

# Community Feedback and Complaints

We value community feedback as it helps us to improve how we operate and work, and more closely integrate our programs with community expectations. We encourage the community to provide feedback or report any concerns or complaints that arise as a direct result of our operations. We are willing to learn from our mistakes by listening to understand and through working together, we will deliver better long-term outcomes for everyone.

## How you can provide feedback or make a complaint.



**Call** 0419 326 023 to speak to our Principal Advisor, Communities & Communication Monday-Friday 8am-5pm



**Send** a message via our website Community Feedback Form at <https://bellbayaluminium.com.au/community-feedback>



**Email** [BBACommunityFeedback@riotinto.com](mailto:BBACommunityFeedback@riotinto.com)



**Write** to us: PO Box 290, George Town, TAS 7253



To make a complaint or notify the EPA about an environmental issue, **Call** the Incident Response Hotline on 1800 005 171, or **Email:** [incidentresponse@epa.tas.gov.au](mailto:incidentresponse@epa.tas.gov.au)

## What happens after you have made a complaint?

Your feedback or complaint can be made anonymously, please let us know if you wish to remain anonymous.

Every complaint will be carefully considered, and a written response will be provided. We encourage open communication and collaboration to work towards a satisfactory resolution for all involved.

Your complaint, contact details and resolution will be recorded in accordance with our privacy and complaints management policies

## What happens if your issue isn't resolved?

If a resolution cannot be reached, your complaint will be escalated to management who will reassess the issue and undertake an internal investigation to confirm the next steps. An independent tribunal may be considered for complaints of a serious or complex nature.

## myVoice

myVoice is Rio Tinto's confidential whistleblower program. myVoice is available to anyone who has concerns or information relating to misconduct or improper circumstances or behaviours connected to Rio Tinto. What happens after a myVoice report is made, differs from the process we have outlined above.



For myVoice  
Scan or Ring



1300 729 358