

# Yarwun Community Feedback and Complaints

At Rio Tinto the strength of our relationships with the communities where we operate, and broader society, is fundamental to our business. By being willing to learn from our mistakes, listening to understand and genuine partnering, we will deliver better long-term outcomes for everyone.

## How can I provide feedback or make a complaint?



**1800 226 258**

to speak to our Communities and Social Performance team, Monday to Friday, 8am to 4pm.



Send a message via the website form <https://www.here4gladstone.com.au/contact/>



In person at Rio Tinto Yarwun  
975 Hanson Road, Gladstone.  
Monday to Friday, 8am to 4pm.

Complaints can be made anonymously, please let us know if you wish to remain anonymous.

## What happens if my 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.

## What happens after I've made a complaint?

- You will be contacted by the Communities and Social Performance team within two business days.
- 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

## 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 on the left. Details are available at <https://www.riotinto.com/en/sustainability/ethics-compliance>



**1300 729 358**



Or scan