



fact sheet



BHP Billiton Mitsubishi Alliance

BMA FEEDBACK AND COMPLAINTS PROCESS NOVEMBER 2011

BHP Billiton Mitsubishi Alliance (BMA) is Australia's largest metallurgical coal miner and exporter. BMA continues to build upon its strong position within the sector by increasing production at existing operations and identifying strong growth opportunities.

BHP Billiton Mitsubishi Alliance (BMA) has a proud history in the Bowen Basin and is committed to working with communities to address concerns fairly and with respect.

To achieve this, BMA has developed feedback channels and a complaints process in accordance with industry best practice to enable the community to raise issues quickly and easily.

To contact BMA to make a complaint or raise an issue, simply:

Freecall: 1800 078 797

Email: metcoalinfo@bhpbilliton.com

**Reply Paid: BHP Billiton Mitsubishi Alliance
Reply Paid 1430
Brisbane QLD 4001**

To help with the investigation, please provide as much information as possible such as the date, time, location and nature of the issue.

Your complaint will be investigated by BMA to understand what occurred and how it happened.

When investigating issues, BMA will:

- treat all issues and complaints confidentially and with respect
- investigate the matter thoroughly and objectively
- keep you informed throughout the process
- acknowledge when we have made a mistake and implement remedial action as quickly as possible.

If you are unhappy with the actions and investigations undertaken by BMA to resolve an issue or complaint, an independent review panel will be convened to review the matter and ensure a fair and equitable process in matters of dispute.

The complaints and grievance process will help drive continuous improvement in BMA and foster an open and transparent relationship between BMA and the communities in which we operate.

Complaints resolution process

Complaint received by BMA regarding an issue or concern (construction/operation).

Email	Letter	Telephone/ hotline	Meeting	Community display	Other
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Complaint recorded in the complaints register and forwarded to the relevant BMA department for investigation.

Verbal response provided to the complainant by BMA within 48 hours, informing complainant of actions being undertaken to investigate the matter.

Internal investigation into the complaint and factors influencing the issue.

If the issue is within BMA's control and can be resolved, implement mitigation or management controls.

If the complaint cannot be resolved or is outside BMA's control, develop a detailed report into potential reasons and influencing factors.

Investigation report including mitigation measures and actions undertaken is recorded in the complaints register.

Verbal response is provided to the complainant within seven business days of receipt of original complaint.

Detailed written response is provided to the complainant within 10 business days of receipt of the original complaint.

If the complainant is happy with the response, the complaint is closed out and result recorded in the register.

If the complainant is unhappy with the response, a manager will review the investigations and make a determination. Response to be recorded in the complaints register.

If the complainant requests independent arbitration, BMA to convene review/appeal panel.

For further information on BMA operations or projects, please contact BMA

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