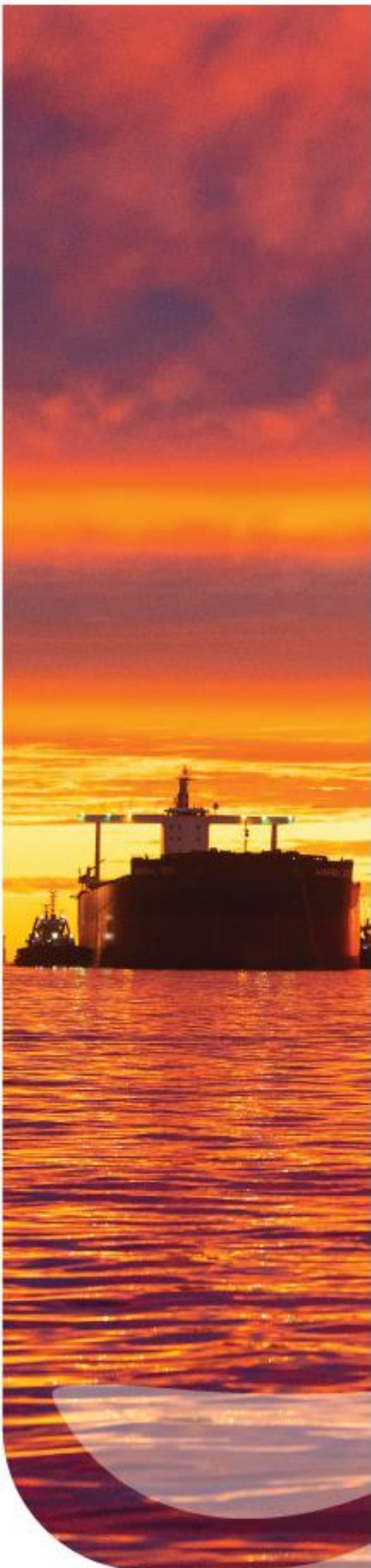




# COMPLAINT INFORMATION

A903040



## Important Information

If you wish to report an **incident** or **hazard**, **always** use the incident/hazard application and **not** the external complaint application on Pilbara Ports' website.

Pilbara Ports welcomes feedback from its wide range of stakeholders and has a process to ensure this feedback is captured and responded to. The below information is for individuals who wish to make a formal complaint to Pilbara Ports regarding a matter of concern.

### 1. Selecting the Complaint Options

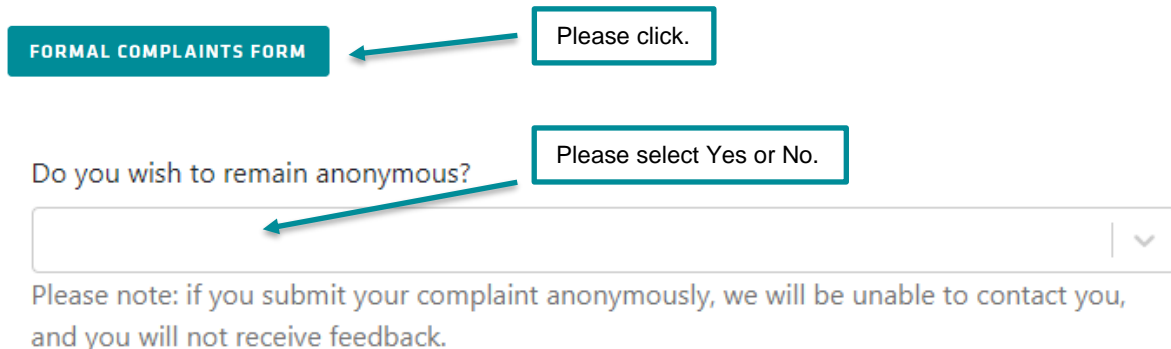
The following complaint options are available:

- In person, by visiting one of our [locations](#) during business hours;
- Over the [phone](#) during business hours;
- Online, by following the below steps:

Please go to <https://www.pilbaraports.com.au/about-ppa/contact-us>.

## Complaints Handling Information

PPA has a formal process for handling complaints. If you would like to register a complaint, please use the formal complaints form.



The screenshot shows a form with a teal button labeled "FORMAL COMPLAINTS FORM". A callout box with an arrow points to the button, containing the text "Please click.". Below the button is a question: "Do you wish to remain anonymous?". A callout box with an arrow points to the question, containing the text "Please select Yes or No.". Below the question is a dropdown menu with a downward arrow icon.

Please note: if you submit your complaint anonymously, we will be unable to contact you, and you will not receive feedback.

When lodging a complaint online you have the option to remain anonymous, by selecting **Yes** and addressing only the *Mandatory Fields* below:

- What happened?
- Outcome sought?

**2. Completing the Complaints Form – If not anonymous, contact information required**

If you have selected **No**, please provide the following information:

**Complainant's details (if applicable)**

Complainant Name  Enter your full name.

Complainant Phone No.  Enter your phone or mobile number.

Complainant Email  Enter your email address.

Complainant Company (if applicable)  Enter the name of the company on behalf of which you are lodging the complaint.

If another person is representing you, please provide the below information:

**Complainant representative's details (if applicable)**

Representative's Name  Enter the representative's full name.

Representative's Phone No.  Enter the representative's phone or mobile number.

Representative's Email  Enter the representative's email address.

Representative's Company  Enter the representative's company name.

Who should be contacted?

If you have listed a representative, please indicate whom Pilbara Ports should contact.

Preferred method of contact?

Please select your preferred method of contact.

Please indicate any special assistance needed to interact with us

Please advise if you require any special assistance to properly interact with us.

Please provide a PPA reference ID if you have one

Enter reference ID (if applicable).

### 3. Completing the Complaints Form – Key Information to be Provided

What happened? \*

Please list your grievances here.  
*Mandatory Field*

Outcome sought? \*

Please state the outcome you wish to achieve.  
*Mandatory Field*

Has the complaint been raised before?

Please advise if you have raised the issue before.

Please attach any relevant documentation (if applicable).

Attachments

+ Add item

Please review the information provided.

Terms and Conditions

**CGR Public Form - Terms of Use**  
**Agreement between User and Corporate Governance Risk Pty Limited (CGR)**  
The CGR Public Form is a web form, hosted on an external Web Site, operated by a third party. The CGR Public Form is offered to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein. Your use of the CGR Public Form constitutes your agreement to all such terms, conditions, and notices.


**Modification of these Terms of Use**  
CGR reserves the right to change the terms, conditions, and notices under which the CGR Public Form is offered, including but not limited to the charges associated with the use of the CGR Public Form.

**Links to Third Party Sites**

I am at least 18 years of age and I have read, accepted, and agreed to the Terms of Use. \*

Read, accept and agree to the terms of use.

I'm not a robot

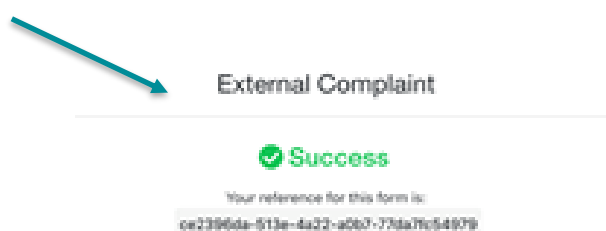


reCAPTCHA  
Privacy · Terms

Select I'm not a robot and click submit.

Submit

The following message will appear on your screen if the complaint has been submitted successfully:



#### 4. Receipt of Complaint

The complaint and any supporting information/documentation provided will be investigated and responded to within an appropriate time period.

#### 5. Investigating the Complaint

Every reasonable effort will be made to investigate all circumstances and information surrounding a complaint.

The level of investigation will be commensurate with the risk, seriousness, frequency of occurrence and severity of the complaint.

### **6. Communicating the Outcome**

The outcome will be communicated to the complainant or representative (if applicable) as soon as is practicable following the internal investigation.

### **7. Closing the Complaint**

If the complainant/representative accepts the proposed decision or action, the matter will be closed.

If the complainant/representative advises in writing that the decision is rejected, the complainant/representative will be informed of alternative forms of internal and external recourse available.

### **8. Privacy and disclosure**

Personal, identifiable information about any individual will only be disclosed or used in compliance with all relevant privacy laws and ethical obligations when managing a complaint. Further information can be found [here](#).