We value the views of our community. If you have a question, concern, or suggestion about the Tuena Project, there are several ways to let us know so we can respond accordingly:

- **Email or Phone:** Contact our Community Team directly via information@bowdenssilver.com.au or (02) 6373 6420
- **Online Form:** Submit your feedback quickly and easily through our online form.
- **Mail:** Send a letter to GPO Box 225, Sydney, NSW, 2000. (Please note, response times via mail may vary depending on delivery times).

All feedback, including complaints and enquiries, will generally be managed in accordance with the following process to ensure matters are dealt with appropriately and in a timely manner:

1. Receive enquiry, question or complaint:
   Feedback may be received via phone, email, written correspondence, the company website or in person through engagement activities.

2. Review and/or Investigation:
   The feedback will be reviewed and generally responded to immediately but where required, investigated in consultation with relevant personnel (e.g. community, environmental or operational staff).

3. Response:
   A response will be provided to the stakeholder and may involve answering the feedback directly and immediately, outlining findings, any actions to be taken, and expected timeframes. Where a matter is complex, interim updates will be provided. Feedback is typically responded to within 2-5 business days or receipt. Enquiries received via post may fall outside this timeline due to the nature of delivery times.

4. Resolution and Close Out:
   Once actions are completed, the matter will be closed out and recorded. Where appropriate, the outcome will be communicated back to the stakeholder to confirm resolution.