



MINE LAND  
REHABILITATION  
AUTHORITY

## Complaints and Appeals Policy – V02

The Mine Land Rehabilitation Authority, March 2025

OFFICIAL

The Mine Land Rehabilitation Authority



## Approval for Use

Doc Title / Version		Complaints and Appeals Policy		
Classification		For Internal Use		
Version	Date	Prepared By	Reviewed By	Approved For Use
01	1 October 2024	Simon Warren External	Antonia Scrase Technical Director	Jenny Brereton Chief Executive Officer
02	March 2025	Jenny Brereton	Board	Jenny Brereton

## Purpose

The purpose of this process is to provide a consistent method of handling stakeholder complaints. The MLRA is committed to the efficient and timely handling of requests from our stakeholders to:

- Provide information
- Use any feedback to improve the way we work

## Scope

This document is applicable across the scope of the MLRA activities.

Excluded from the scope of this document are internal whistleblower complaints. These are managed through the Departmental process located

Public Interest disclosures - <https://www.dtf.vic.gov.au/public-interest-disclosures>

Public Interest Disclosure Act - [https://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/vic/num\\_act/pda201285o2012279/](https://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/vic/num_act/pda201285o2012279/)

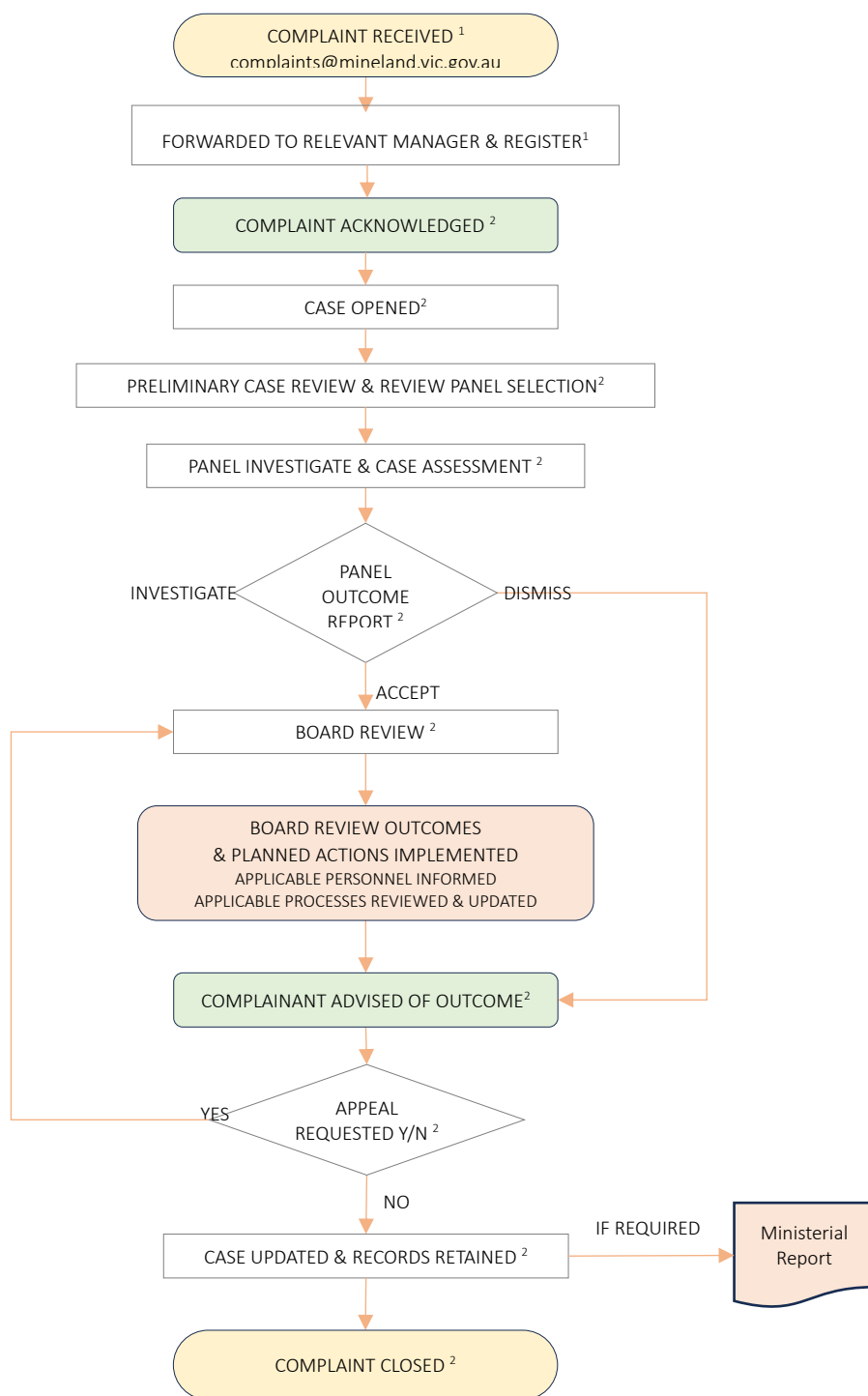
Public Interest Disclosure Procedures - <https://www.dtf.vic.gov.au/sites/default/files/2024-10/Making-and-Handling-Protected-Disclosures-Procedures.docx>

Any issues in relation to corruption are also excluded from this process – these should be reported directly to the Victorian Ombudsman <https://www.ombudsman.vic.gov.au/reporting-improper-conduct/> who will determine if they should be referred to IBAC.

## Process

The process flow is provided below.





**Responsible person**

1 – Receiving officer

2 – Relevant manager, based on nature of the complaint. CEO/ Technical Director/ Engagement Manager

