

Goldlake Complaints Policy

Goldlake considers complaints and grievances to be an essential safeguard for any responsible business. A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Goldlake and its operations. This includes concerns about circumstances in our supply chain involving gold from conflict affected areas.

Goldlake will:

- Provide an effective complaints mechanism available to all external stakeholders and interested parties.
- Deal with all complaints fairly, with due consideration and in a timely manner.
- Publicise this policy and the complaints mechanism so that people know how to contact us.
- Assign a senior staff member to be responsible for this policy.
- Make sure that, as far as possible, complaints are resolved to the satisfaction of all parties involved.

Where Complaints Come From

Complaints may come from stakeholders or any other interested party.

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation depends on the organisational level.

Honduras - The Responsible Social y Seguridad Industrial

Goldlake Group - Dirigente Presso

Signed



January 2015

Goldlake Complaints Procedure

Goldlake has established this procedure so that external stakeholders and interested parties have a method to make a complaint, raise concerns and resolve disputes.

Complaints should be reported using the form on the Goldlake website:

www.goldlake.co.uk/Media/Contacts.aspx

The report will be filed with the most appropriate person as per the Complaints Policy.

On receiving a complaint, we will aim to:

- get an accurate report of the complaint
- explain our complaint procedure
- find out how the complainant would like it to be handled
- decide who is the appropriate person internally to handle the complaint, or assist with redirecting the complaint to another entity, such as the relevant supplier, or an institution, such as a relevant industry body
- where the issue can be handled internally, seek further information where possible and appropriate
- identify any actions we should take, or monitor the situation
- advise the complainant of any decisions or outcomes
- keep records on complaints received and the internal process followed for at least 5 years.