

## **Template 7 - Resolving complaints flowchart**

Open and respectful discussions with the landowner and effective communication will help ensure an exploration project runs smoothly. This step-by-step approach will promote respectful on-ground engagement.

Both parties read the Mineral Exploration Information Sheet Notice of Entry: Your rights to better understand the law and the explorer's obligations. Exploration company and landowner have open and respectful discussions. Company shares contact details of supervisor or person responsible for engagement with landowner. The landowner can contact the Landowner Information Service for information on rights and responsibilities. Either the company or the landowner can contact the Department for Energy and Mining to discuss issues of concern. If necessary, either party can apply for alternative dispute resolution under the Mining and Resources Industry Land Access Dispute Resolution Code with the Office of the Small Business Commissioner. If necessary, the landowner can object to entry on land by lodging a Notice of Objection in the relevant court. In SA this means the Wardens Court, Environment, Resources and Development Court, or the Supreme Court.