

How we handle complaints:



Do you have a complaint?
Or want to bring up a grievance?

1



Describe it as fully as possible in writing and submit it to us
In writing or by email



2

If it is not possible to resolve the complaint, or if the complainant is not satisfied with the response, the matter will be referred to a team of independent directors

They will investigate the complaint further



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You will be provided with a written response within two weeks of receipt



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Complaints are logged and referred to the head of the relevant department for investigation



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The team will respond within 3 months of the original complaint being received by Scotgold



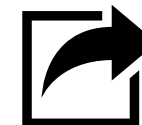
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If the complainant is not satisfied that the complaint has been satisfactorily dealt with, he/she may refer to an independent body



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All complaints or disputes are reported to the CSR committee whether resolved or not



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