

Complaints Management System

Newcastle Inner City Bypass –
Rankin Park to Jesmond

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Appendix A Complaints Register template

Glossary / Abbreviations

RP2J	Rankin Park to Jesmond- Newcastle Inner City Bypass project
CCS	Community Communication Strategy
CoA	Planning Minister's Conditions of Approval
CM	Consultation Manager stakeholder database
CRM	Community Relations Manager (contractor)
C&SE	Communication & Stakeholder Engagement (Transport)
DPE	Department of Planning and Environment
ER	Independent Environmental Representative nominated by Transport and approved by DPE
Secretary	Secretary of the NSW Department of Planning and Environment (or nominee, whether nominated before or after the date on which this approval was granted)
SSI	State Significant Infrastructure
Transport	Transport for NSW, formerly Roads and Maritime Services (RMS)

1 Introduction

1.1 Background

This Complaints Management System (CMS) has been prepared for the Newcastle Inner City Bypass Rankin Park to Jesmond (RP2J) project (SSI 6888). The document outlines the approach adopted for handling complaints related to the RP2J project.

This document should be read in conjunction with the RP2J Community Communication Strategy (CCS). The CCS identifies the communications activities to be implemented during the project, including community updates, notifications and other collateral and identifies the required timeframes for the development, approval and distribution of communications to the community.

This CMS must be submitted to the Secretary for information prior to the start of any work on the RP2J project.

1.2 Purpose

The purpose of this CMS is to address the requirements of Conditions of Approval (CoA) B6, B7, B8, B9, B10, B11 and B12 of the RP2J Infrastructure Approval.

The requirements of the conditions which apply to the CMS are listed in Table 1-1 below, together with the cross-reference to where the requirements are addressed in this CMS. Further details of how the conditions are addressed are provided in the sections below.

Table 1-1: Conditions applicable to the Complaints Management System

CoA	Requirement	Reference
B6	A Complaints Management System must be prepared and implemented before the commencement of any work and maintained for the duration of work and for a minimum of 12 months following completion of construction of the SSI.	This document
B7	The following must be available, to facilitate community enquiries and manage complaints, one (1) month before the commencement of work and for 12 months following the completion of construction: (a) a 24- hour telephone number for the registration of complaints and enquiries about the SSI; (b) a postal address to which written complaints and enquires may be sent; (c) an email address to which electronic complaints and enquiries may be transmitted; and (d) a mediation system for complaints unable to be resolved (including access to an independent mediation process and mediator). This information must be accessible to all in the community regardless of age, ethnicity, disability or literacy level. The Complaints Management System must be provided to the Planning Secretary prior to any works commencing.	Section 1.3 Section 2.2 Appendix A

CoA	Requirement	Reference
B8	The telephone number, postal address and email address required under Condition B7 of this approval must be published in a newspaper circulated in the relevant local area and advertised on site hoardings at each construction site, before the commencement of any works and published in the same way before the commencement of operation. This information must also be provided on the website required under Condition B13 of this approval.	Section 2.2.1
B9	A Complaints Register must be maintained recording information on all complaints received about the SSI during the carrying out of any works and for a minimum of 12 months following the completion of construction. The Complaints Register must record the: (a) number of complaints received; (b) number of people affected in relation to a complaint; and (c) means by which the complaint was addressed and whether resolution was reached, with or without mediation.	Section 2.1 Section 2.4.1
B10	The Complaints Register must be provided to the Planning Secretary upon request, within the timeframe stated in the request, and made available to the ER on a daily basis.	Section 2.1
B11	The independent mediation process required under Condition B7(d) must detail how members of the public, who are not satisfied by the Proponent's response to a complaint, has the ability to have the Proponent's response reviewed. Any application made under the independent mediation process for a review of a community complaint must be responded to within 28 days of the request being made or other specified timeframe agreed with the member of the public.	Section 2.4.1
B12	The independent mediation process required under Condition B7(d) must: (a) Review any unresolved disputes if the procedures and mechanisms under Condition B2(e)(iii) do not satisfactorily address complaints; and (b) Make recommendations to the Proponent to satisfactorily address complaints, resolve disputes or mitigate against the occurrence of future complaints or disputes.	Section 2.4.1

The Complaints Management System:

- details the process for receiving, managing and resolving the various forms of complaints and feedback from the community
- outlines the communication process for addressing and resolving complaints and minimising the chance of recurrence
- outlines the process of escalation and mediation
- includes the template Complaints Register (Appendix A)

This CMS applies to all complaints directed to Transport staff, Fulton Hogan and sub-contractors relating to the RP2J project. The RP2J project will be delivered in four stages, as described in the RP2J Staging Report.

The CMS will be implemented and maintained for the duration of the RP2J project and for a minimum for 12 months following completion of the project.

2 Complaints management

The following section outlines the approach to managing complaints received during the RP2J project and for 12 months following completion of the project. A 'complaint' is defined as an interaction with a community member or stakeholder who expresses dissatisfaction with construction activities, staff members, actions or proposed actions.

2.1 Facilities for receiving complaints

Table 2-1 summarises the facilities established by Transport for receiving complaints relating to the RP2J project.

Table 2-1: Facilities for receiving enquiries and complaints

Facility	Purpose	Detail
Community information line	The 1800 telephone number for the registration of complaints about the works 24 hours a day, 7 days a week	1800 818 433 (toll free)
Email address	The email address allows stakeholders and the community to transmit electronic complaints about the works	RP2JCommunity@fultonhogan.com.au
Postal address	The postal address allows stakeholders and the community to send written complaints about the works	RP2J Project Fulton Hogan PO Box 186 Waratah NSW 2298

The telephone number, postal address and email address was published in the Newcastle Herald newspaper prior to Stage 4 of the RP2J project starting. Information is provided on the RP2J project webpage (roads-waterways.transport.nsw.gov.au/projects/newcastle-inner-city-bypass/rankin-park-to-jesmond.html or nswroads.work/rp2j) and will also be made available via social media platforms where appropriate.

These contact facilities will be available for the duration of the project and for one year following completion of construction.

2.2 Registration of Complaints

All community complaints relating to the RP2J project are recorded in the Consultation Manager (CM) database system. CM is used to track the recording, investigation and handling of all community and stakeholder complaints relating to the reconfiguration works.

The following details are recorded:

- date and time of complaint
- type of communication (telephone, letter, email etc.)
- name, address, contact telephone number of contact or, if no details were provided, a note to that effect
- nature of the complaint and issues raised
- record of operational and meteorological conditions contributing to the comment or complaint
- the number of people affected in relation to the complaint
- actions taken in response including follow up contact
- details of whether resolution was reached
- details of whether mediation was required or used
- any monitoring to confirm that the complaint was satisfactorily resolved.

Transport for NSW Communication & Stakeholder Engagement (CS&E) Manager and Fulton Hogan's Community Relations Manager (CRM) are responsible for maintaining Consultation Manager for the RP2J project.

2.2.1 Register reporting

Information contained in Consultation Manager, including the number of complaints received, will be summarised in a monthly report. The report will be made available to the Environmental Representative (ER) and Transport Representative at the end of each calendar month or as required.

The Complaints Register report from Consultation Manager will be provided to the Secretary on request, within the timeframe stated in the Secretary's request.

2.2.2 Register review

Complaints recorded in Consultation Manager will be reviewed and summarised in a monthly report (Section 2.2.1) to:

- ensure records are complete and actioned on a timely basis
- identify trends and initiate preventive action and proactive strategies.

The CRM will co-ordinate the reviews with appropriate members of staff including environment personnel and project managers.

2.3 Responding to complaints

All complaints will be reviewed by Transport and the Fulton Hogan CRM, allocated to the appropriate personnel, responded to and corrective or preventative action initiated.

The target response times are summarised in Table 2-2.

Table 2-2: Target response times for addressing complaints

Compliant classification	Summary	Timing
Phone call or personal contact	During standard construction hours and during out of construction hours (when construction is occurring)	Verbal response immediately (if possible) to determine the nature of the complaint and at least within two hours.
	Out of standard construction hours (when no construction is occurring)	Verbal response within 24 hours (if possible)
Written complaint (email, text or letter)	Any written complaint from the community or a stakeholder	Written response as soon as possible but within five working days unless otherwise agreed with Transport and the stakeholder.

All telephone complaints received during standard construction hours and during out of hours work will be answered by Fulton Hogan's nominated communications representative.

Outside of these hours (when no construction work is occurring), callers to the 1800 number will be directed to leave a message for a return call from the communications representative during business hours on the next work day.

During construction, Fulton Hogan will notify Transport of any complaints that are anticipated to require longer than five days to resolve. Transport will be notified at least within two hours of any complaint or issue that has the potential to attract media or political attention.

The CRM will document all complaints and ensure that all required follow up action is completed. Transport will be advised of any complaint that needs to be escalated or is related to Transport matters not related to the RP2J project.

2.4 Complaint escalation procedure

Transport and Fulton Hogan will endeavour to achieve prompt resolution of matters with fairness, care and understanding.

Should there be a failure to come to a satisfactory resolution of a complaint, a response will be provided to the complainant in writing within five business days of receipt of the complaint. If deemed required by the CRM and the ER, the issue will be escalated to the Transport Project Manager for further advice.

Where a complaint cannot be resolved to the satisfaction of the complainant by Fulton Hogan or the Transport Project Manager, the complaint will be escalated to the Transport Senior Project Manager.

If the complaint is not resolved by the Senior Project Manager an external review option is available by escalating the complaint to the Transport Customer Liaison Team.

Where a complaint still cannot be resolved to the satisfaction of the complainant, an assessment will be conducted in consultation with the ER to determine whether the complaint is deemed reasonable or unreasonable.

Complaints confirmed by the ER as being reasonable will be subject to mediation. If mediation is required, an independent mediator will be engaged (refer Section 2.4.1).

Complaints determined by the ER to be unreasonable will be subject to the guidelines in Managing Unreasonable Complainant Conduct (NSW Ombudsman 2012) - (refer Section 2.4.2).

2.4.1 Mediation

Mediation is a formal process through which an independent person, referred to as a mediator, is engaged to facilitate a negotiation between two parties and come to an equitable solution agreeable to both parties.

If a complaint is not resolved in the normal process, the complainant will be advised of the opportunity of seeking mediation. Transport and Fulton Hogan representatives will attend the mediation.

2.4.2 Unreasonable or habitual complaints

According to the NSW Ombudsman's guidelines, unreasonable complaint conduct is defined as any conduct which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for the parties to the complaint.

Transport does not anticipate that there will be a significant number of complainants who exhibit this type of behaviour. However, any that do arise have the potential to negatively impact on the Project team's resources and efficiency, as well as on the safety and wellbeing of individual team members and the complainants themselves. To manage unreasonable complaint conduct, Transport will follow the process and procedures as outlined in Managing Unreasonable Complaint Conduct (NSW Ombudsman, 2012).

APPENDIX A

Sample Complaints Register

Sample of reporting template that can be generated from the Consultation Manager system

ID Number	Contact date	Stakeholder Name	Location	Issue type	Response	Monitoring required – Yes/No

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