

21 October 2021

Joel Shackleton
Director, Infrastructure Management
Department of Planning, Industry and Environment
GPO Box 39
Sydney NSW 2001

Dear Mr Shackleton

**Newcastle Inner City Bypass - Rankin Park to Jesmond, SSI 6888
Complaints Management System**

I refer to the subject project approved by the Minister for Planning on 15 February 2019.

Transport for NSW has revised the Complaints Management System for the Newcastle Inner City Bypass – Rankin Park to Jesmond project. The revision has been made in line with the current project status and as per the requirements of Conditions of Approval B7.

In accordance with the requirements of Condition of Approval B7, Transport for NSW submits the updated Complaint Management System (Revision 2) to you for your information.

If you have any further questions, Melissa Mayfield-Smith would be pleased to take your call on 0408 199 626 I hope this has been of assistance.

Yours sincerely



Steve Dalley
Project Manager

Encl:

1. Newcastle Inner City Bypass RP2J – Complaints Management System Rev 2
2. Newcastle Inner City Bypass RP2J – Complaints Management System Rev 2
Tracked changes