

Response from the Chief Executive

I would like to thank Mr Bynoe for his report and welcome his findings. Work is already underway to implement his recommendations and I am pleased he recognises the progress which has been made in many respects.

It is inevitable that a project on the scale of HS2 will impact communities. I am acutely aware of how stressful and difficult this can be for those affected and fully understand our responsibility to engage proactively and sensitively with them.

Since the time of the initial complaint, we have published a Residents' Charter overseen by an independent Residents' Commissioner. We have gone to great lengths to improve our complaints procedure and develop our property compensation and assistance schemes.

Of course, there are areas we can improve further and we welcome scrutiny of our work to ensure we are moving in the right direction. I look forward to providing a full update on progress made in implementing the recommendations in Mr Bynoe's report at the end of May as recommended by the Ombudsman.



Simon Kirby
Chief Executive Officer, HS2 Ltd