

Complaints handling and incident response

December 2016

Incident or complaint?

Incidents:

“Unplanned, undesired events that result in (or could have resulted in) harm to people; damage to, or loss of property; or harm or damage to the environment, or the potential for enforcement action or significant disruption to the Project.”

Complaints:

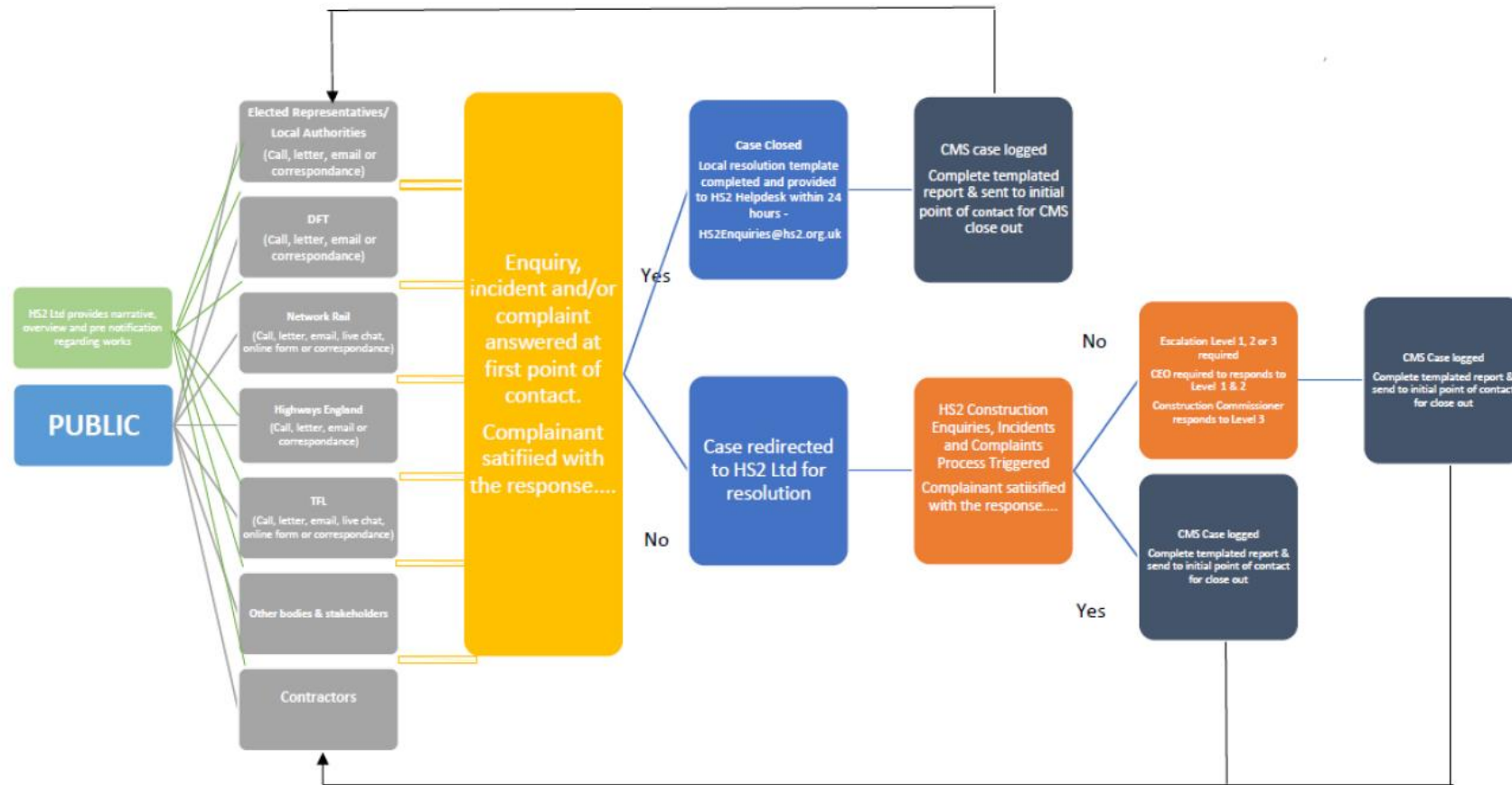
“any concern (received in writing, by phone or in person) about a service provided by HS2 Ltd, its staff or contractors which cannot be resolved locally within the business”

Multi-partite approach

- Working with a range of partners to develop a coordinated plan for responding to all incidents.
- Helpdesk is central point of contact for incident response, complaint management and handling of enquiries.
- Contractor responsible for reporting all complaints within 24 hours.
- If local resolution is not successful, HS2's corporate complaints process is triggered.
- Two internal reviews before complaint is investigated externally.

Integrated complaints process

work in progress



Role of the Construction Commissioner

- Once internal procedure has been exhausted, complaint can be referred for independent review.
- Complainants will have the option of asking Construction Commissioner to look into handling of their complaint.
- Commissioner may approach contractor, HS2 Ltd and relevant EHO in considering whether complaint should be upheld.
- Commissioner can adjudicate if claim for damage (up to £10,000) is turned down by administrator.