

Enquiries, feedback and complaints

This sets out how you can request information (an enquiry), provide feedback or make a complaint about the project, what you can expect from us, and our process for investigating and responding to you.

What to expect

We're committed to the effective, fair, and timely management of enquiries, feedback and complaints. This means we treat any request seriously, impartially and will investigate and provide you with a response. If our response is anticipated to take longer than 2 days (in the case of an enquiry) or 21 days (in case of a complaint) we will let you know.

Internal review

If you are not satisfied with our response, you can request an internal review. The internal review will be conducted by a more senior member of the team who did not provide the initial response.

Closing enquiries and complaints

We will consider whether an enquiry or complaint is closed. This may be when we've provided you with the information you've requested, you've confirmed that your enquiry is satisfied, or we have not been able to reach a resolution and we consider that further time and effort will not assist with achieving a different outcome.

Expectations of reasonable and courteous behaviour

We will treat all enquiries and complaints with respect, impartiality and in a courteous manner. In the unlikely event that someone external to the project behaves in a manner that raises health and safety concerns, resourcing or equity issues either for the project team or other stakeholders, we may choose to close a case and not respond further.

Process and timelines

We will respond to your enquiry or complaint in accordance with the steps below. This does not apply to project suppliers, government departments or requests that are commercial in nature.

