

# HOW TO MAKE A COMPLAINT

If you are concerned about HS2 construction work and/or its impacts and would like to make a complaint, the first step is to contact the HS2 Ltd Helpline. This ensures that all complaints are handled in an appropriate, timely way and that all details are recorded.

The Helpline is available 24 hours a day, 7 days a week, 365 days a year and is free to contact. The Helpline will register your complaint, investigate, and then tell you what you can expect to happen.

Complaints addressed directly to a contractor performing duties on behalf of HS2 Ltd will be logged and reported to HS2 Ltd's Helpline in the same way. This ensures the complaints are recorded and escalated properly.

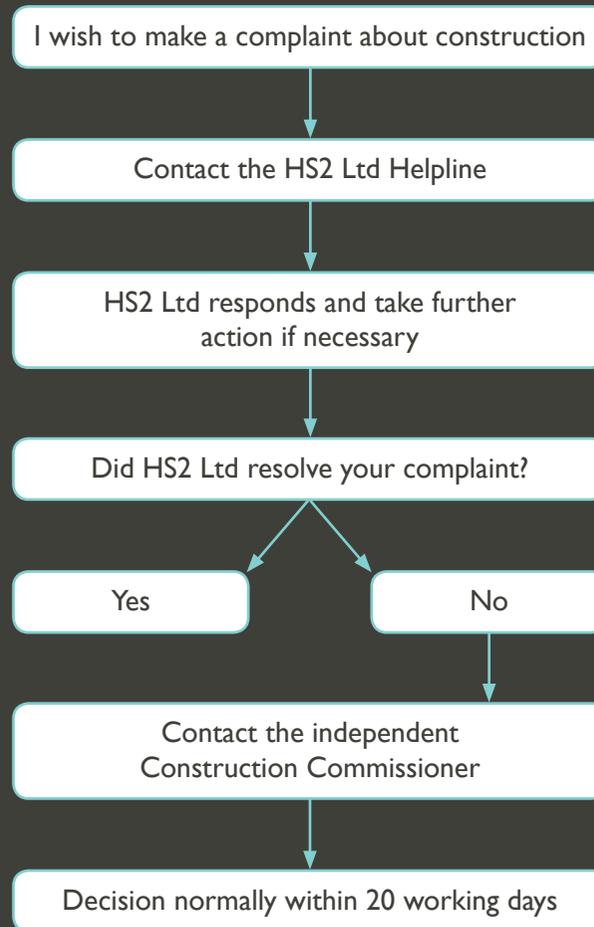
If you are unsure who to complain to, or do not know if a complaint relates to HS2 Ltd or its contractors and the Helpline is not able to answer your query, I may be able to help.

If you have a complaint about HS2 construction work please use the details below.

## CONTACT THE HS2 LTD HELPLINE ON

Freephone 08081 434 434 or  
Minicom 08081 456 472  
Email [HS2Enquiries@hs2.org.uk](mailto:HS2Enquiries@hs2.org.uk)  
Write to The Community Hub,  
High Speed Two (HS2) Ltd  
Two Snowhill, Snow Hill Queensway,  
Birmingham B4 6GA

# MAKING A COMPLAINT



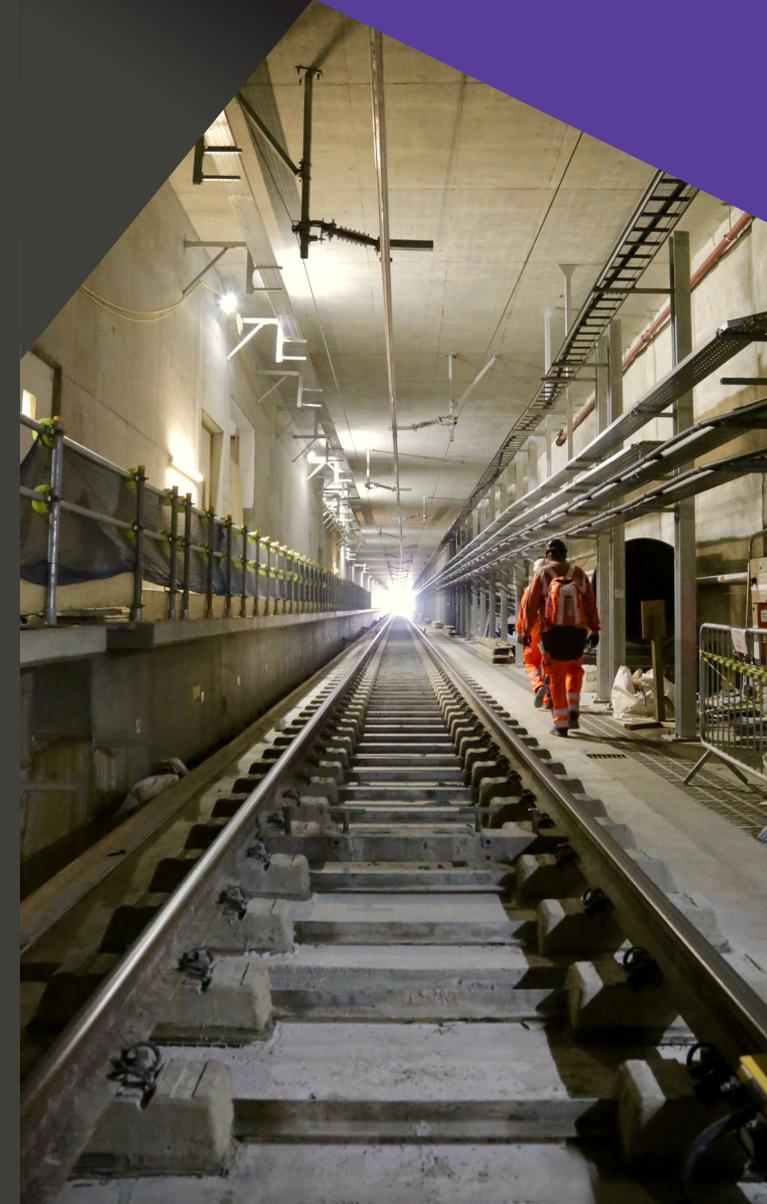
Website [www.hs2-cc.org.uk](http://www.hs2-cc.org.uk)

If you require this leaflet in any alternative format or language, please contact the HS2 Ltd Helpline.



# HS2 INDEPENDENT CONSTRUCTION COMMISSIONER

Seeking fair and independent resolution of complaints related to the construction of HS2.



## HOW I CAN HELP YOU WITH COMPLAINTS ABOUT HS2 CONSTRUCTION



High Speed Two (HS2) is the new high speed railway proposed by the Government for the UK.

On 23 February 2017, Parliament gave permission for construction to begin on Phase One, which will connect London and the West Midlands.

If you have an enquiry or want to make a complaint, a Freephone 24/7 Helpline is provided by HS2 Ltd. Its stated aim is to resolve complaints swiftly and efficiently.

For cases where a response to a complaint about Phase One construction is unsatisfactory, or remains outstanding, the Government has appointed me as an independent Construction Commissioner. My role as Commissioner is to mediate in unresolved disputes between the project and individuals or bodies and to provide independent, impartial recommendations. This will be important in ensuring a fair and balanced approach to cases that cannot be resolved through the normal complaints procedure.

I report regularly on my activities to an independent panel, make recommendations to HS2 Ltd on actions that could be taken to avoid the need to complain, and also provide advice to members of the public on how to complain.

This approach has been successful in other similar projects, such as the Channel Tunnel Rail Link (High Speed One) and Crossrail.

This leaflet will tell you more about how I can assist.

## WHEN TO ASK THE INDEPENDENT CONSTRUCTION COMMISSIONER TO STEP IN



If you receive what you consider is an unsatisfactory response from HS2 Ltd, you can ask me to look into your case. HS2 Ltd's complaints process must be exhausted before I can take action.

You can contact me using the details below. It will be useful if you can give me as much detail about your complaint as you can, including contact details for me to get in touch with you.

If you have special requirements which I should know about in taking up your complaint, please also let me know.

**Call** 0300 123 5365 (calls charged at local rate)

**Email** [complaints@hs2-cc.org.uk](mailto:complaints@hs2-cc.org.uk)

**Website** [www.hs2-cc.org.uk](http://www.hs2-cc.org.uk)

**By post** HS2 Construction Commissioner [ref. EWA],  
St Mary's Green, Tattersall Way, Chelmsford,  
Essex CMI 3TU.

To resolve your complaint, it may be necessary for me to talk to other organisations, such as Network Rail or your local authority. If I need to do this, I will contact you to ask your permission.

I aim to reach a decision on all matters within 20 working days. Sometimes there will be a good reason why an investigation might take longer. I will let you know if this is the case and explain why.

## THERE ARE LIMITS TO HOW I AM ABLE TO HELP



There are things that the independent Construction Commissioner is not able to help with. These include:

- » complaints that have not first been considered by the HS2 Ltd Helpline;
- » complaints relating to works that are not part of, or associated with, the HS2 project;
- » complaints relating to planning conditions and other matters that are subject to the approval of statutory authorities;
- » complaints relating to matters still being considered by Parliament;
- » matters dealt with by other official offices;
- » complaints relating to property compensation issues;
- » claims for losses over £10,000;
- » complaints relating to settlement deeds;
- » complaints regarding the future operation of the HS2 railway or services; or
- » complaints relating to HS2 Safeguarding Directions.

For a full list of exclusions, please visit my website at [www.hs2-cc.org.uk](http://www.hs2-cc.org.uk)

### HS2 Ltd's Small Claims Scheme

If you are unhappy with a decision made under HS2 Ltd's Small Claims Scheme, you can refer the complaint to me. I will review the details, normally within 20 days, and reach a final decision.