



Enquiries and complaints management

We appreciate and value all feedback received from communities as we design and construct each section of Inland Rail.

By listening and acting on stakeholder feedback wherever we can, we will ensure that Inland Rail is designed, built and operated safely and minimises local community impacts.

Enquiries and complaints can be made via phone calls, emails and in person. All complaints received are handled in line with Inland Rail's complaints management process (see over page).

All enquiries, feedback and complaints received in relation to any section of Inland Rail are responded to in a fair, timely and transparent manner and according to regulatory requirements.

What happens when we receive an enquiry or complaint?

Our Stakeholder Engagement team will respond to all complaints in the first instance and will remain the point of contact until the complaint is resolved.

At all stages of Inland Rail's delivery, our Stakeholder Engagement team will work with their project teams and the complainant to determine a timely and satisfactory resolution.

How do we record and report complaints?

Our Stakeholder Engagement team record both the details of the complaint and the person who made the complaint. These details are logged into our Complaints Register, which forms an important part of the Conditions of Approval for each section of Inland Rail, once received.

All enquiries and complaints received on each section of Inland Rail are considered improvement opportunities for our project teams.




Complaints escalation process


If your enquiry, feedback or complaint is not resolved in the first instance by our Stakeholder Engagement team, we have a complaints escalation process which outlines how we escalate matters to achieve a resolution that is satisfactory to all parties.


- 1** Complaint is referred to the relevant Inland Rail Stakeholder Engagement Lead and Project Environment Advisor for environmental complaints. They will complete an investigation of the complaint and advise the complainant of the outcome
- 2** If not resolved at Step 1, details of the investigation and complaint will be escalated to the respective Inland Rail Senior Project Manager and Environment Manager for environmental complaints.
- 3** If not resolved at Step 2, details of the investigation and complaint will be escalated to the respective Inland Rail Stakeholder Engagement Manager and Inland Rail Project Director. We aim to resolve complaints within 5 days. However, if it takes longer, we will contact the complainant to advise an anticipated timeframe.
- 4** If not resolved at Step 3, the complainant will be advised of the opportunity to seek independent mediation. An independent mediator accredited by a Recognised Mediator Accreditation Body will be sourced and the complainant advised. Inland Rail and/ or the relevant contractor representatives will attend the mediation.

How to make an enquiry or complaint

You can request information, make an enquiry or lodge a complaint about activity on any section of Inland Rail at anytime via our Stakeholder Engagement team. All details of your enquiry or complaint and your contact information will be collected to help us determine a satisfactory outcome.

 **Inland Rail:**
1800 732 761 ARTC

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 **Inland Rail Engagement Team:**
GPO Box 2462
Brisbane QLD 4001
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Want to know more?

ARTC is committed to working with property owners, communities, state and local governments as a vital part of our planning and consultation work, and we value your input. If you have any questions or comments, please let us know.

 **ARTC Inland Rail, GPO Box 2462, Brisbane QLD 4001**

 **1800 732 761**

 **inlandrailenquiries@artc.com.au**

 **inlandrail.com.au**