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# 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?

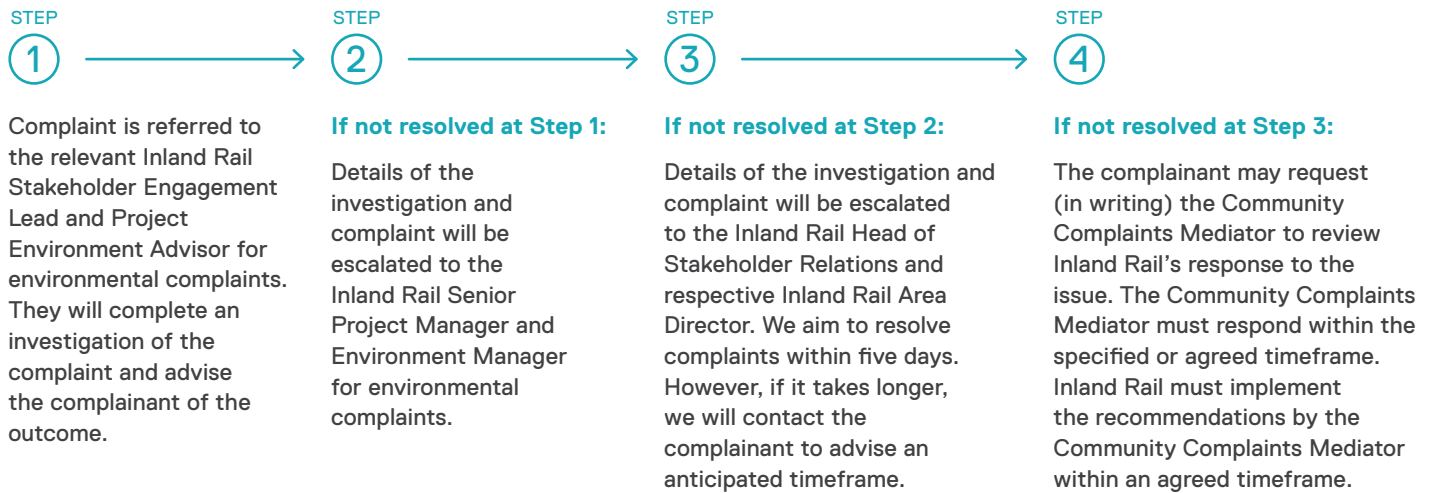
Our Stakeholder Engagement team record both the details of the complaint and the person who made the complaint. These details are logged into our Complaints Register, which forms an important part of the Conditions of Approval for each section of Inland Rail, once received.

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.



## 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.

☎ 1800 732 761

@ inlandrailnsw@inlandrail.com.au

✉ Inland Rail Stakeholder Engagement  
GPO Box 2462, Brisbane QLD 4001

## Collection Statement

- the Complaints Register may be forwarded to state agencies, including the Department, to allow them to undertake their regulatory duties;
- by providing personal information, the complainant authorises the Proponent to provide that information to state agencies;
- the supply of personal information by the complainant is voluntary; and
- the complainant has the right to contact state agencies to access personal information held about them and to correct or amend that information.



## About Inland Rail

Inland Rail is a 1,600km fast freight rail line between Brisbane and Melbourne that is connecting businesses, manufacturers and producers to national and global markets and generating opportunities for industries and regions during construction and beyond.

Delivering Inland Rail will help shift more goods onto rail and take tens of thousands of large trucks off our roads. This means faster, more reliable freight; safer, less congested roads; and fewer emissions.

## Did you know?



74% of freight between Melbourne and Brisbane is moved by road



Moving freight by rail is four times more fuel-efficient than by road



One 1,800m Inland Rail train will take 110 B-double trucks off regional roads

Find out more



We remain committed to working with the community to ensure the best outcome for the region and encourage you to get in touch with us, with questions big or small.

Call 1800 732 761 or email [inlandrailnsw@inlandrail.com.au](mailto:inlandrailnsw@inlandrail.com.au).



For project information or to subscribe to our newsletter, visit [inlandrail.com.au/where-we-go/projects](http://inlandrail.com.au/where-we-go/projects).

