Complaints management process during construction

1. Complaint received and referred to Community Relations team
   - Respond within 2 hours (work hours) or 24 hours (outside work hours)
   - Record complaint and response

2. Was complaint resolved with initial response?
   - Yes: Finalise complaint, record, and notify Roads and Maritime Services within 24 hours
   - No: Is it an environmental complaint?
     - Yes: Acquire Project Director, Environmental Manager & Roads and Maritime Services
       - Review construction methods within 24 hrs (or 2 hrs for noise / vibration)
       - Report to Roads and Maritime Services within 5 business days
     - No: Investigate solutions and notify Roads and Maritime Services within 24 hours
       - Complaint resolved within 10 business days?
         - Yes: Finalise and record complaint
         - No: Refer to independent, external mediator

- Is it an environmental complaint?