

OFFICIAL



MTIA Complaint Management Policy

Complaint Management



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1 Introduction

1.1 Introduction

As an industry, we are committed to providing an excellent service to our stakeholders. We value feedback as it helps us to understand our stakeholders' experiences and how we can continue to meet their needs.

We acknowledge your right to raise a complaint and to receive a timely and appropriate response to your concerns.

1.2 Application and definition

This Policy applies to all complaints received by the following Major Transport Infrastructure Authority (MTIA) and its Project Offices (POs) managed through our Complaint Management Process:

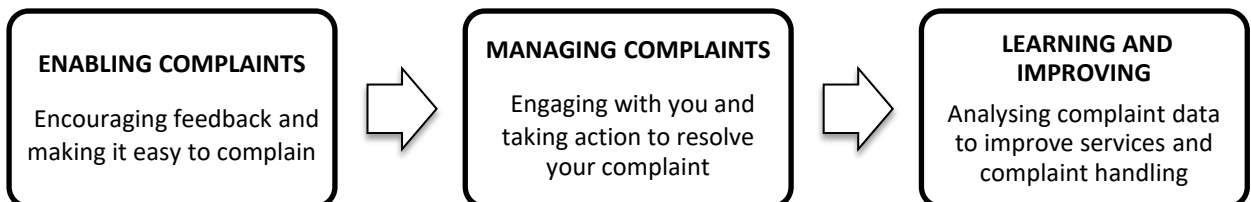
- Level Crossing Removal Project (LXRP)
- Major Road Projects Victoria (MRPV) - incorporating:
 - Big Build Roads (BBR)
 - North East Link (NEL)
 - West Gate Tunnel Project (WGTP)
- Rail Projects Victoria (RPV) - incorporating:
 - Melbourne Airport Rail (MAR)
 - Metro Tunnel Project (MTP)
 - Regional Rail Revival (RRR)

A complaint is an expression of dissatisfaction about our projects and project planning, actions, services, staff or the handling of a complaint.

1.3 Our complaint management principles

Our Complaint Management Process is based on guiding principles that aim to:

- Enable and welcome complaints
- Manage complaints effectively, efficiently and fairly
- Promote a culture of learning from complaints and making improvements
- Always be transparent.



1.3.1 **Enabling complaints**

We recognise your right to complain and we are committed to addressing your concerns fairly and efficiently. Our staff are well trained and will actively assist you through the process. We recognise that some people have particular needs or require extra assistance when making a complaint. We provide a range of accessible options to make the process as easy as possible.

We will be flexible when dealing with your complaint and will communicate with you in the most convenient and efficient way. We will use complaint handling methods that help us to resolve your complaint as quickly as possible.

1.3.2 **How to contact us if you have a complaint**

For up-to-date information on how to contact us, please visit bigbuild.vic.gov.au or call us on Freecall **1800 105 105** at any time.

If you are deaf, or have a hearing or speech impairment, you can contact us directly or through the National Relay Service on 1800 555 630. If you require a translator or interpreter service, you can contact us on (03) 9209 0147 or via our PO websites listed above.

We aim to acknowledge and respond to your complaint promptly and recognise that some issues require urgent action. We assess each new complaint to determine the most appropriate initial action and give priority in accordance with the urgency and/or severity of the issues raised.

Responses may take longer where the complaint requires detailed investigation or input from external parties, including contractors on the relevant project.

Our Complaint Management Process is fair to all parties and ensures issues are handled in an objective and unbiased way. You have avenues for review if you are not satisfied with an outcome, including internal managerial review by the relevant PO or external review by the Public Transport Ombudsman (LXRP and RPV) or Victorian Ombudsman (LXRP, RPV, NEL, WGTP and BBR). Privacy-related escalations can be made to the Office of the Victorian Information Commissioner for all POs.

We will protect your privacy and manage your personal information in accordance with privacy laws and our privacy policy. Our privacy policy can be found at: [big build privacy policy](#).

1.3.3 *Learning and improving*

Complaint data is an important source of information to measure how we are performing. Each PO regularly analyses de-identified complaint data to find ways to improve how we operate and how our projects are delivered. We present monthly reports on complaint trends to senior management and we conduct root cause analysis on complaints to identify systemic issues, and work with entities across our industry to improve your experience and prevent them from recurring.

We also work hard to continually improve our Complaint Management Process. We have effective quality assurance processes in place to regularly review the quality of complaint handling and to provide feedback to staff. MTIA performs an annual compliance audit to assess adherence to the Complaint Management Process.

2 Our complaint management process

All MTIA POs use a three-tiered Complaint Management Process (see Figure 1: Complaint Management Process). This enables complaints to be registered and resolved quickly where appropriate and provides opportunities for your concerns to be considered further if you are not satisfied with our initial response.

Figure 1: Complaint Management Process

