

BOTANY RAIL DUPLICATION

RESOLUTION PROCESS FOR COMMUNITY COMPLAINTS | DECEMBER 2020

ARTC (the Proponent) is responsible for all Botany Rail Duplication stakeholder and community communications, in the period leading up to the award of the contract for design and construction.

During this period, any complaints related to the project will be resolved wherever possible between the Proponent and directly impacted stakeholders.

All reasonable efforts will be made by the Proponent to resolve an issue with the complainant.

In the event a complaint is unable to be resolved by the Proponent, the complaint may be referred to the project's independent Environmental Representative to help facilitate an outcome in accordance with the Conditions of Approval.

The role of the Environmental Representative will include:

Review any referred complaints, where all reasonable attempts have been made by the Proponent to resolve the dispute

Make recommendations to the Proponent to satisfactorily address complaints, resolve disputes or mitigate against the occurrence of future complaints or disputes

Request the Proponent implements the recommendations, once a course of action has been determined.

ARTC is responsible for keeping a record of all complaints which have been referred to the Environmental Representative and the actions taken to manage those complaints.

If you have any questions about the Botany Rail Duplication project, please contact:

PHONE: 1300 550 402 | EMAIL: ENVIROLINE@ARTC.COM.AU

WANT TO KNOW MORE?

ARTC is committed to working with landowners, 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.

1300 550 402 (business hours only)
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