



COMPLAINTS PROCEDURE

Document No.: EV-PRC-005
Revision: 002
Issue Date: 09/07/2020

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1. PURPOSE

This procedure has been developed to outline the process for handling environmental related complaints associated with One Rail Australia's (ORA's) business activities.

The procedure is intended to primarily apply to complaints from an external party such as a member of the public, local government or regulator. This procedure does not apply to commercial complaints which are handled through the commercial point of contact.

2. DEFINITIONS

- EPA – Environment Protection Authority
- DPTI – Department of Planning, Transport and Infrastructure.
- SEC – Safety and Environment Council.

3. REFERENCES

The following legislation forms the basis for regulation of complaints in the jurisdictions where ORA operate.

- South Australian Local Nuisance and Litter Control Act
- South Australian Environment Protection Act
- Northern Territory Waste Management and Pollution Control Act
- New South Wales Protection of the Environment Operations Act.

4. PROCEDURE

4.1. Common Complaints

Common complaints received by the general public associated with our rail activities are likely to relate to the following:

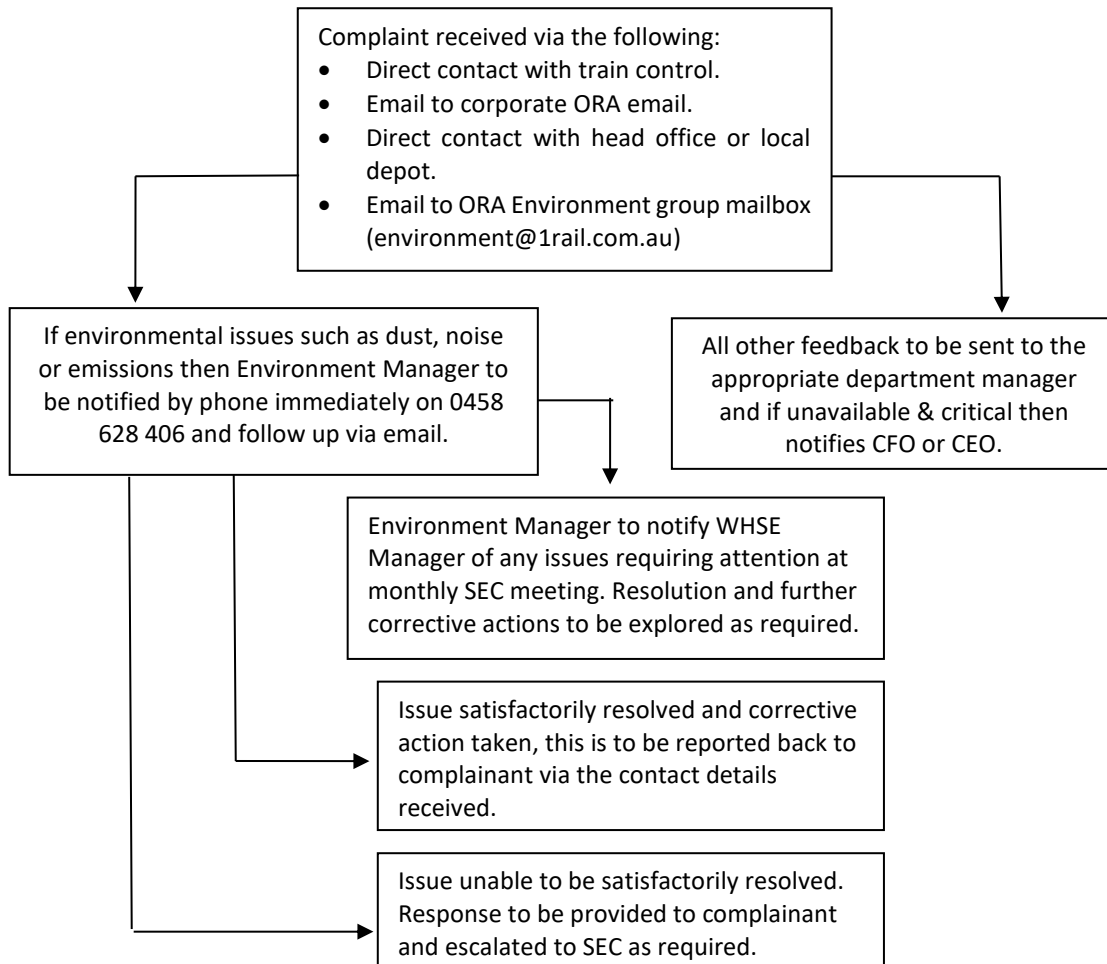
- Rail shunt noise - noise associated with connection, disconnection and short movement of rollingstock.
- Idling noise – locomotives and crew vans left at idle for an extended period of time while awaiting a movement.
- Wheel squeal – high pitched noise associated with wheel flanges rubbing against the rail head.
- Excessive locomotive exhaust emissions in the form of black or blue smoke.
- Excessive waste or odour emanating from our property causing amenity complaint. Usually on disused or vacant sites.
- Excessive vegetation and perceived fire risk.
- Illegal dumping.
- Perceived unsafe infrastructure or malfunctioning signalling equipment.
- Dust from rail operations.

Complaints can be received from a variety of sources such as the general public, government, network operators, local Member of Parliament or emergency services.

4.2. Processing Complaints

Complaints regarding environmental performance should be received with the same level of importance and professionalism that is expected of all stakeholder interactions.

The following complaints process flowchart should be followed when managing environmental complaints.



4.3. Complaint Management Principles

The following general principles should be followed when dealing with environmental complaints:

- **Responsiveness** – each complaint will be received and acknowledged promptly, commensurate with the severity of the complaint and availability of supporting information.
- **Objectivity** – each complaint is to be addressed in a fair and unbiased manner, with all complaints to be treated as legitimate, warranting further investigation.
- **Consistent Approach** – each complaint will be handled using a consistent approach regardless of history.

4.4. Record Keeping

Detailed records of complaints are to be kept by the ORA Environment Manager including:

- Time and date of complaint.
- Description of complaint.
- Persons notified.
- Contact details for complainant.
- Actions taken to resolve complaint.
- Relevant photos.

4.5. Responsibilities

ORA Environment Manager

The ORA Environment Manager will be responsible for day to day management of all environmental complaints, including investigation, corrective actions and written responses.

Where required, depending on the severity of the complaint, it is expected that senior management review of all written correspondence will be undertaken.

ORA National Workplace Health, Safety and Environmental Manager

The ORA WHSE Manager is responsible for providing assistance and oversight into the investigation of complaints and appropriate corrective actions. They are also responsible for communicating the status of complaints to the SEC if required.

Chief Operating Officer

The Chief Operating Officer is responsible for ensuring all agreed corrective actions assigned to operational staff are adhered to, in order to adequately resolve the issues causing complaint.

5. REVIEW

Review of this document should occur every 5 years unless required to be undertaken earlier.