

Annex A9

Complaint Response Procedures - Action Flow Chart

COMPLAINT RECEIVED INCLUDING THOSE DIRECT OR REFERRED THROUGH EPD

CONTACT THE COMPLAINANT

OBTAIN DETAILS OF THE COMPLAINT

REGISTER IN THE COMPLAINT LOG

SET PROGRAMME FOR INVESTIGATION AND REPLY TO COMPLAINANT

INVESTIGATE COMPLAINT

IS THE PROJECT THE SOURCE OF THE PROBLEM ?

NO

YES

NOTIFY ENGINEER

FOLLOW EM&A AT THE COMPLAINT AREA

IS E.T. SATISFIED ?

NO

REPORT TO EPD OUTCOME OF ACTION PLAN

YES

IS THE COMPLAINANT NOW SATISFIED ?

NO

YES

COMPLETE COMPLAINTS LOG

REPLY TO COMPLAINANT

INCLUDE COMPLAINT DETAILS IN REGULAR MONTHLY REPORT

COPY TO EPD

PERIODIC FOLLOW-UP CONTACT WITH COMPLAINANT

NOTES: ALL COMPLAINTS SHALL BE HANDLED IN ACCORDANCE WITH THE HIGHWAYS DEPARTMENT GENERAL CIRCULAR NO. 1/98 "DEPARTMENTAL COMPLAINTS PROCEDURE"

