

Procedures for Handling Enquiries, Complaints and Request for Information Concerning the Environmental Effect of Construction Works (Rev. 3)

The Project Team

Client : The Jockey Club CPS Limited
Project Architect : Rocco Design Architect Limited
Management Contractor: Gammon Construction Limited
Environmental Team (ET) : ERM Hong Kong Limited
Independent Environmental Checker (IEC) : Atkins China Limited.

Receipt of Enquires, Complaints or Request for Information

1. A hot line for the public is set up by the Management Contractor for handling enquiries, concerns, complaints and/or request for information concerning the environmental effects of construction works.
 - Works Hours : 2247 0300 (handled by the secretary at the Management Contractor's site office)
 - Non Works Hours : 2247 0300 (phone call to be recorded and replied in the morning on next working day)

Note : The hot line (Chinese and English) will be posted at each site entrance for the public's reference as shown in Annex A.

2. The secretary at the Management Contractor's Site Office will receive calls during Works Hours. Information including the following will be recorded down for follow-up.
 - a. Date and time of enquiry/complaint/request for information received
 - b. Complainant information (name of complainant and contact method such as phone number or other expected ways like email etc)
 - c. Complaint received by
 - d. Nature of complaint
 - e. Description of complaint

Any enquiries, complaint or request for information received by the Client and from other channel or platform (such as email or fax) will be directed to the secretary and the hotline.

3. For phone calls received at non works hours, the secretary will check those phone call records in the morning (before 9:00am) on the next working day.
4. The secretary will record down information of each case on the Enquiry and Complaint Log sheet right after she has noted the case (via calls during works hours, the non works hours phone call records, and directed from the Client & other channel or platform). Each case is to be assigned with an identification number (CPS/E&C/001, 002, 003.....). A sample of the Enquiry and Complaint Log Sheet is shown in Annex B.
5. The Person who made the enquiry and complaint will be contacted with friendly call if no other contact method is required. For those enquiry and complaint specified with a required contact method, the Person will be communicated accordingly.

The Secretary will record the contact time on the Enquiry and Complaint Log for traceability purpose.

If Person cannot be reached, time for trial calls will also be recorded in case there are needs to quote for any further complaint on late response. Voice message will be left

to the Person when the call is missed.

Emails or any other written records related to the reply for enquiry and complaint shall be maintained and recorded down.

6. The secretary will notify and send the Enquiry and Complaint Log to the Management Contractor's Environmental Engineer and all Area in Charge (received from above items 2 and 3) for appropriate action.

The Project is separated into four areas as follows under the management of Area in Charge and his assistant.

<u>Area</u>	<u>Location</u>	<u>Area in Charge</u>
A	External Works, Linkbridge, Building 01 and 02.	Roger Yip
B	Building 03, 11 & 12, and Basement Plant Room, Passage Tunnel / Bridge.	Clement Wong
C	Building 04, 06, 07, 09, 10, 13 and 19.	Wilson Lau
D	Building 14, 15 & 17, OBW and AW.	HL Sung

Note : I. "Area A" will also be responsible for enquiries / complaints at around and outside site boundary wall. It includes traffic congestion resulting from CPS works.

7. The Management Contractor will notify the Client/Project Architect the receipt of enquiry/complaint/information request and their detail. The Environmental Engineer will notify the Environmental Team (ET) Leader the receipt of complaint and provide complaint details to ET Leader immediately.
8. ET Leader will log complaint and date of receipt into the complaint database, inform the IEC immediately and investigate the complaint.

Handling Enquiries and Request of Information

9. The responsible Area in Charge will take appropriate actions. It includes a reply call to the Person who made the enquiry and request for information. This reply call should be made within three hours after receiving the call in order to communicate the current status and our care of the issues.

Note : Non works hours call is therefore to be replied by noon.

10. When the contact method other than phone call is expected, the responsible Area in Charge will contact the Person accordingly (e.g. email, fax etc). The reply will be made within three hours after receiving the enquiries or request of information, or which is required and agreed with the Person.
11. For those enquires or request of information requiring further investigation / action, the responsible Area in Charge shall follow up and give the further feedback to the Person within a mutually agreed timeframe. The follow up action and further feedback may also include any agreed interim feedback interval with the Person and/or the follow up actions are completed (i.e. close out of enquires / request of information).
12. The responsible Area in Charge will arrange to update the Enquiry and Complaint Log Sheet to record the replied information e.g. when he contacted the Person, what has been discussed and agreed, and what actions have been taken.

13. For enquiries or information request made by the press and political groups or the topics not related to CPS construction works and outside the Management Contractor's position to handle and reply, the Client and the Project Architect will be informed as soon as possible to seek for decision and direction.

Handling Complaint

14. The responsible Area in Charge will take appropriate actions. It includes a reply call to the Person who made the complaint. This reply call should be made within Three hours after receiving the call in order to communicate the current status and our care of the issues.

Note : Non works hours call is therefore to be replied by noon.

15. When the contact method other than phone call is expected, the responsible Area in Charge will contact the complainant accordingly (e.g. email, fax etc). The reply will be made within three hours after receiving the enquiries or request of information, or which is required and agreed with the complainant.
16. For those complaints requiring further investigation / remedial action / monitoring, the responsible Area in Charge shall follow up and give the further feedback to the Person within a mutually agreed timeframe. The follow up action and further feedback may also include any agreed interim feedback interval with the Person and/or the follow up actions are completed (i.e. close out of complaints).
17. The responsible Area in Charge will arrange to update the Enquiry and Complaint Log sheet to record the replied information e.g. when he contacted the Person, what has been discussed and agreed, and what actions have been taken.
18. The ET will investigate the complaint and discuss with the Management Contractor, Works Contractor(s) and the Client/Project Architect to determine its validity and to assess whether the source of the issue is due to works activities.
19. If the complaint is considered valid due to the works, ET will identify mitigation measures with the Management Contractor. The ET will prepare a complaint investigation report to summarize the complaint details and propose mitigation measures for the submission to Client/Project Architect and IEC.
20. The responsible Area-in-charge and the Works Contractor shall take appropriate mitigation measures as agreed with the ET, IEC and the Client/Project Architect.
21. The ET will review their response on the identified mitigation measures and the updated situation. The ET will undertake additional monitoring and audit to verify the situation if necessary and confirm that any valid reason for complaint does not recur.
22. The Management Contractor will arrange regular reviews on implementation of follow up & improvement actions and close out status. It will be conducted monthly with concerned Works Contractors.
23. The live records including details of actions taken are to be maintained in the Management Contractor's and ET's Complaint Log sheet. The Environmental Engineer will review and analyse the data in the Log sheet so that improvement areas could be identified.

The Log to include up-to-date information will be submitted weekly to the Architect and Client for record.

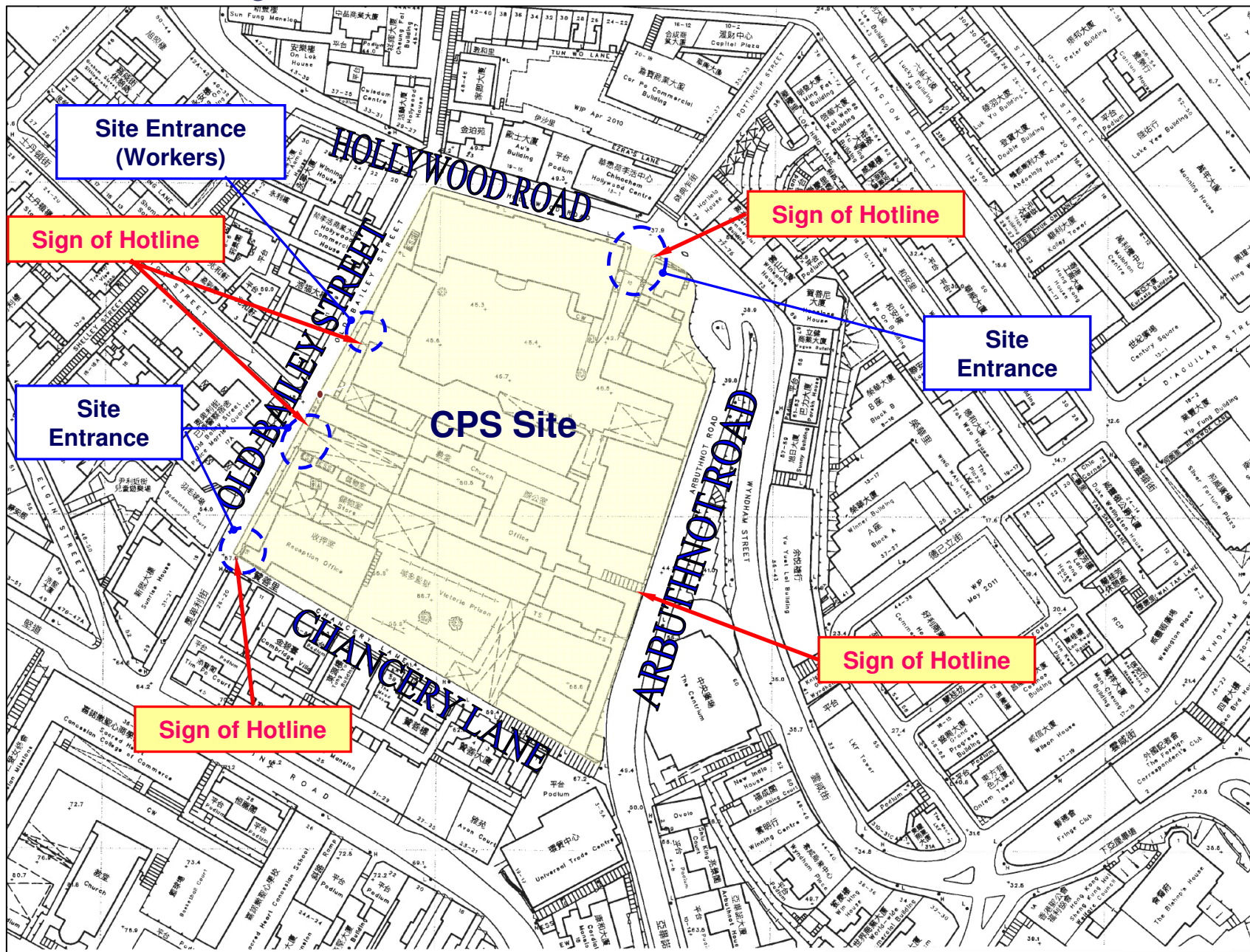
24. If the complaint is transferred from EPD, the ET will submit an interim report to EPD on the status of the complaint investigation and follow-up action within the timeframe assigned by EPD.
25. The Environmental Team will report the investigation results and the subsequent action on the source of the complaint for responding to complainant.
26. The Environmental Team will record the complaint, investigation, the subsequent action and the result in the monthly EM&A Reports.

Annex A

Location of Hotline Sign

Locations for Sign of Hotline Number

Central Police Station Conservation and Revitalization Project



Central Police Station
Conservation and Revitalization Project
中區警署保育及活化計劃工程查詢熱線

Public Enquiry
工程查詢

Hotline 熱線 : 22470300

Annex B

Sample of Enquiry and Complaint Log Sheet

Enquiry and Complaint Log (Rev 0)

Log No <small>(CPS/E&C/xx)</small>	Information of Enquiry and Complaint Received							Related Area <small>(Area A / B / C / D)</small>	Action by <small>(Name of Works Contractor)</small>	Proposed Actions / Status / Target Completion Date	Action Completed / Accepted <small>(Yes/No)</small>	Closing Date	Remark
	Date / Time Received	From <small>(hotline or directed by JC etc)</small>	Name of Complainant	Contact Method <small>(phone, email..)</small>	Description of Enquiry and Complaint	Recorded by	Environmental related * <small>(Yes / No)</small>						

Note : * To refer guidelines in “Procedures for Handling Enquiries, Complaints and Request for Information Concerning the Environmental Effect of Construction Works”