



## PARKVILLE COMMUNITY REFERENCE GROUP

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24 NOVEMBER 2017



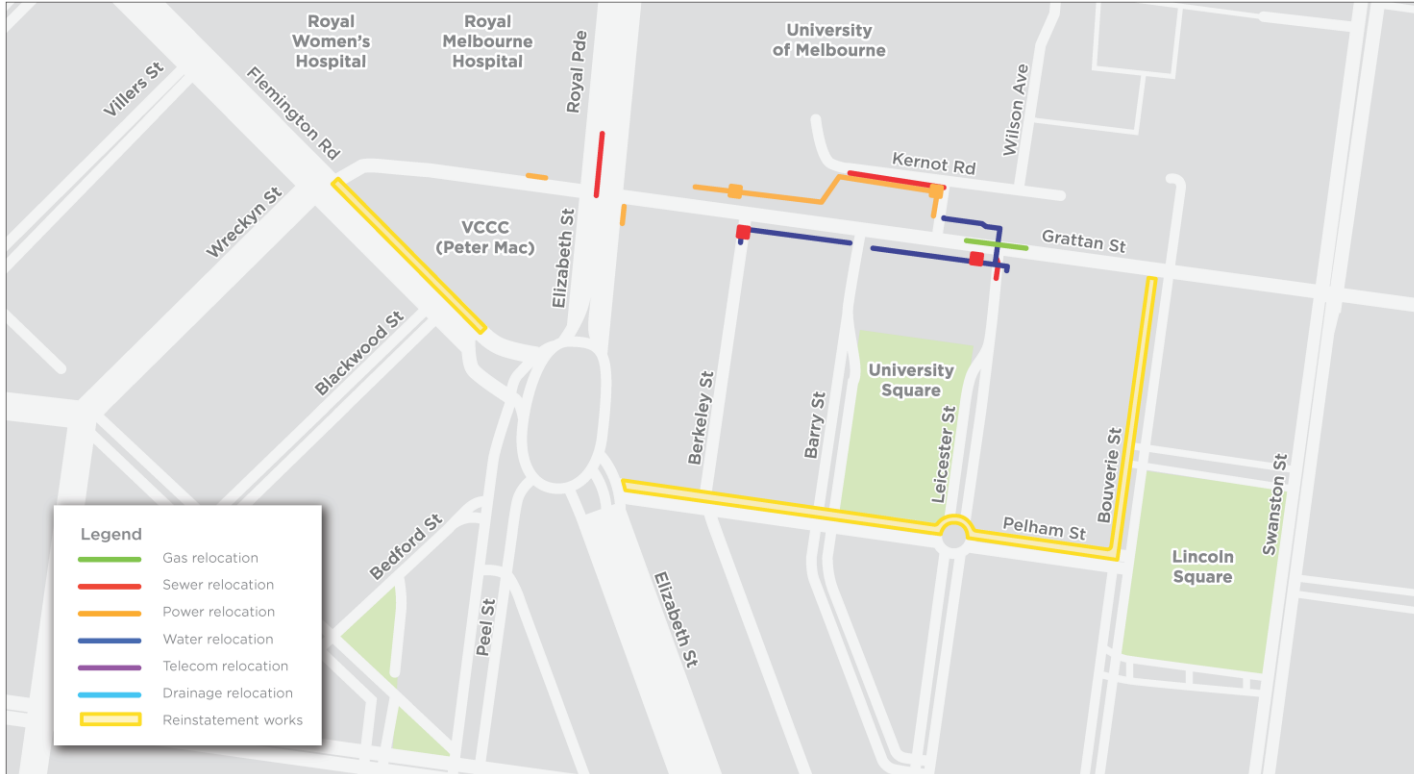


## JOHN HOLLAND MANAGING CONTRACTOR - EARLY WORKS

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David Thek, Precinct Manager – Parkville





Indicative only

Construction partners:





## PROJECT COMMUNICATIONS PROCESS

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**James Tonkin**, Director  
Communications & Stakeholder Relations  
Melbourne Metro Rail Authority

# INFORMATION LINE ENQUIRIES



## ENQUIRIES/ GENERAL FEEDBACK

### METRO TUNNEL PROJECT INFORMATION LINE

Call 1800 551 927

24 hours a day,  
7 days a week

Speak with a customer service agent. Provide your name, phone number and details of the enquiry. Provide details of your location so we can determine how best to help you.

If we are unable to respond to the matter quickly we will escalate your enquiry to an appropriate person.

You will receive a call to the phone number you provided. If we cannot resolve the issue quickly we will explain why, and commit to a time frame for a response.

The person handling your enquiry will maintain contact with you by phone until your enquiry can be closed.



## ENQUIRIES/ GENERAL FEEDBACK

### ONLINE

Visit [metro.tunnel.vic.gov.au](https://metro.tunnel.vic.gov.au)

24 hours a day,  
7 days a week

Submit your feedback or enquiry online using the “Contact Us” page. Make sure you include an email address for us to respond to you. You will get confirmation quickly that the enquiry has been received.

We will respond within 3 business days, by return email. More complex enquiries may take longer.

You will receive an email to the email address provided. If we cannot resolve the issue quickly we will explain why, and commit to a time frame for a response.

The person handling your enquiry will maintain contact with you by email until your enquiry can be closed. If your enquiry is urgent, we recommend you phone our Project Information Line on 1800 551 927 (24 hours a day, 7 days a week).



## COMPLAINTS

**METRO TUNNEL PROJECT  
INFORMATION LINE  
OR ONLINE**

Call 1800 551 927 or visit  
[metrotunnel.vic.gov.au](http://metrotunnel.vic.gov.au)

24 hours a day,  
7 days a week

Speak with a customer service agent or submit your feedback online.  
Provide your name, phone number, location and details of the complaint.

Your complaint will be assigned to a case manager for investigation.

After submitting a formal complaint you will quickly be contacted by your case manager.  
If they cannot resolve the complaint quickly they will explain why,  
and commit to a timeframe for resolution.

Your complaint will be investigated. A response will be provided that is honest and fair.  
The response will be via the same method that you lodged the complaint  
- phone call or email.

If you remain dissatisfied with the outcome you can request the matter be escalated.  
You will be advised in writing of the outcome of this review.

If you still remain dissatisfied, you may choose to escalate your complaint to the  
Public Transport Ombudsman - an independent dispute resolution body that provides  
a free, fair and accessible service for complaint resolution.



# DISCUSSION/OTHER BUSINESS



