

How to report incidents or complaints about HS2 Ltd



that residents might not like. Cutting down ancient trees, hauling materials on local roads, and making a lot of noise for example.

The parish councils have been advised that HS2 Ltd want to be good neighbours. This is a big construction project and issues will arise. If you have a complaint then you should complain directly and immediately to HS2 Ltd using their complaints process. HS2 are using contractors to do the actual work. Contractors don't always do what they should do. Reporting problems will help HS2 manage their contractors and make our lives better. If you do not, then issues will sit and fester and HS2 Ltd will think everything is going well.

To complain you can write or call

- Telephone 08081 434 434
- HS2Enquiries@hs2.org.uk

What you need to tell them

Officially HS2 Ltd ask that you use their complaints form, but if you just email, they should respond. For both telephone and email complaints you will need to include the following details

- Your name
- Telephone number
- Address
- Email address, if you have one
- Specific details of the complaint, description, with a photo as evidence, if possible, as exact a location as you can (ideally with a post code). The project is 120 miles long!

You must complain directly to HS2. You have the facts and if follow up information is required then you have it. If the issue is ongoing and needs sorting rapidly then also contact the appropriate parish council (PC). The PCs have some contacts to make the HS2 system work quickly for major and/or immediate issues. Please do not simply pass the problem to the PC you must report it first.

The right PC to contact will normally be Berkswell because the line runs through Berkswell Parish. Copy the clerk in on clerk@berkswellparishcouncil.org.uk. You can also contact either of us.

Andrew Burrow Chairman – Balsall PC	Richard Drake Chairman – Berkswell PC
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