

Head of Planning
 East Sussex County Council
 St. Anne's Crescent
 County Hall
 Lewes
 BN7 1UE

Hochtief Taylor Woodrow Joint Venture
 C/O Jacobs
 Simpson House
 Cherry Orchard Road
 Croydon
 Surrey CR9 6BE
 Tel: [REDACTED]

Our Reference: SL/B2H/1.4.1/0022

8.11.2012

Dear Sir,

Town and Country Planning Act 1990 Relating to land known as A259 Belle Hill, Bexhill on Sea to B2092 Queensway, St. Leonards on Sea, East Sussex RR/2474/CC(EIA) – Conditions 30 & 31 Telephone Contact and Notice of Complaints

We refer our meeting of 9th August 2012 in respect of the proposed Bexhill to Hastings Link Road development and hereby submit our application for approval of the details reserved by Conditions 30 (Telephone Contact). We also provide details of our proposals for compliance with Condition 31 (Notice of Complaints) for approval.

The details that we submit are those relating to the proposed arrangements for provision of telephone contact in connection with the proposed development and a procedure for notification of complaints connected with that development.

The main contact for the public will be the East Sussex County Council Engagement Officer who is responsible for all forms of public liaison. The Engagement Officer will be available during normal office hours with an answer phone provided outside these times detailing an emergency contact. Out of hours emergency cover will be provided by Lifeline. They already provide out of hours cover for emergency East Sussex Highways issues. Once they have established if a situation is an emergency they will pass on details for the out of hours contact / site manager.

Contact:	Chloe de Renzy-Martin
Position:	Engagement Officer
Contact number:	01273 335743
Email contact:	ete.bhlr@eastsussex.gov.uk
Out of hours (Lifeline):	01323 410051

We propose to advertise the Engagement Officer's contact details as the main contact regarding issues relating to the link road on all stakeholder communications such as website pages, newsletters, e-updates and public information displays. However, we are aware that Complaints may be received via other channels such as the Highways Contact Centre, Corporate Complaints, Infrastructure Delivery, Road Safety, Reactive Maintenance, Inspection & Enforcement, ETE DET Support and website teams. As such we have made contact with all of these teams to ensure they are aware of the way that complaints regarding link road are to be handled.

We propose to respond to complaints in accordance with East Sussex County Council's Customer Care Charter which requires that we acknowledge complaints within 3 working days and provide a full response, or update, if a full response cannot be provided within 10 working days. We intend to use East Sussex County Council's existing Customer Relationship Management (CRM) system that is used corporately to log and record complaints. This allows us to attach documents such as the complaint letter and our response as well as providing notifications when action is due. The Engagement Officer will have access to this system. CRM provides a reminder three days from receipt of the complaint to ensure that an appropriate acknowledgment is sent. This can also be used to ensure that the Head of Planning is notified of the proposed action for any complaints received and the system also has a reporting function to allow a more detailed analysis of any issues should this be necessary.

A standardised form has been designed to report issues to the Head of Planning to ensure consistency of information.

This application is made on behalf of the Assistant Director – Economy, East Sussex County Council and the relevant cost code for payment of fees due is C.5.04.200.2.

We trust that our proposals meet with your approval.

Yours faithfully,



Adrian Kilburn
Project Manager

For the Hochtief – Taylor Woodrow Joint Venture
On behalf of East Sussex County Council

Cc Hugh Coakley / File