

HS2 Construction Commissioner

From Gareth Epps – the independent HS2 Construction Commissioner

Dear Sir or Madam,

I am writing to introduce myself and my role as the independent HS2 Construction Commissioner.

The Government as sponsors of the HS2 Phase One Bill being examined in Parliament has set out the need for a similar role to that provided on the Channel Tunnel Rail Link and Crossrail projects. If someone affected by construction complains and those constructing HS2 cannot resolve the complaint, then that person has the ability to ask me to examine the issue.

My remit also includes the publicising of the ways to complain about construction to HS2 Ltd.; a reporting function that provides an overview of trends in complaints and makes recommendations on how HS2 and its contractors might reduce the number of complaints; and publicising of my office. I also have a role as adjudicator in the case of unresolved claims under HS2's Small Claims Scheme.

I was appointed in the summer and will be setting up an office shortly. My role is independent of HS2 Ltd and I have set up a website at <http://www.hs2-cc.org.uk>. I can be contacted by email at complaints@hs2-cc.org.uk.

There are a number of exclusions from my role including:-

- Matters currently being dealt with by Parliament in the HS2 Bill;
- Matters relating to the property schemes and communications on which my colleague Deborah Fazan, HS2 Residents' Commissioner, delivers scrutiny;
- Issues that would be the responsibility of other statutory authorities such as future rail services or investigations under health and safety legislation.

In the months before the start of construction I hope to spend time meeting local councils along the route. I intend to visit several of HS2's engagement events, and I look forward to meeting principal local authorities at the Planning Forum meetings.

In due course I will be seeking your assistance in helping publicise my role and the ways in which complaints can be raised with HS2 Ltd and with my office. Later this year I will produce a leaflet which I would like to be available in community facilities such as libraries and Citizens' Advice Bureaux.

Meanwhile if you would like to arrange a meeting or discuss any aspect of my role, please contact me via the details below and I will be happy to help.

Yours faithfully

