

Mr T Walsh

Wendover Parish Council,
The Clock Tower,
High Street, Wendover,
Aylesbury,
Buckinghamshire,
HP22 6DU

11 March 2020

Dear Mr Walsh

I am writing having received the DfT Independent Complaint Assessor's (ICA) review of your complaint.

Mr Shaw (ICA) has reviewed how your complaint was handled and has provided HS2 Ltd with the following recommendations:

1. HS2 Ltd consider amending its complaints procedure to make clear that the Step 2 review will be conducted within a set period; and
2. HS2 Ltd apologises to Wendover Parish Council for the complaint handling flaws identified in this report.

HS2 Ltd accepts the outcome and recommendations contained therein.

You may be pleased to hear that the Public Response Team are currently in the process of reviewing the HS2 Ltd complaint process and this includes setting a timeframe in which to conduct a step 2 review.

With regard to Mr Shaw's second recommendation, I would like to offer my sincere apologies for the way in which your complaint was handled. As Mr Shaw noted (paragraph 56) we identified flaws in our early handling of your complaint, however we failed to identify that your complaint ref: CPA-000618 did not receive a formal response.

Complaint CPA-000618 was submitted after you did not receive an acknowledgement to your letter dated 30 October 2018. We acknowledged this complaint; however, we did not provide you with an apology or explanation. I am sorry this was not done and that it was later overlooked when your complaint CPA-000617 was escalated. I also apologise that your original complaint was not responded to until you contacted us again.

We have recently put more resource into our Public Response Team enabling better triage of complaints. Where possible we aim to acknowledge and respond to simple complaints swiftly. I am pleased Mr Shaw noted the recent improvements in paragraph 71 of his report.

As you are aware I have accepted the four recommendations made within the Step 2 complaint review completed by Gordon Alexander. These, along with Mr Shaw's two recent recommendations will be implemented as part of the review of our complaint process.

I trust this reassures you of HS2 Ltd's commitment to dealing with all complaints in line with the complaint process.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Mark Thurston', with a stylized flourish at the end.

Mark Thurston

Chief Executive Officer
High Speed Two (HS2) Ltd