

Date: 14 July 2022

Item: Crossrail Complaints Commissioner's Report

This paper will be considered in public

1 Summary

1.1 This paper provides the final update from the Crossrail Complaints Commissioner.

2 Recommendation

2.1 **The Committee is asked to note the paper and the Crossrail Complaints Commissioner's Report.**

3 Background

3.1 The appointment of an independent Crossrail Complaints Commissioner is a provision of the Crossrail Construction Code.

3.2 The Crossrail Complaints Commissioner's last report was presented to the Committee at its meeting on 15 July 2021.

3.3 With remaining construction for the Elizabeth line in its very final stages, the Office of the Crossrail Complaints Commissioner is in the process of being wound down. This will be the final report.

4 Complaints Summary

4.1 A summary of all complaints received and determination of their initial handling for reporting years 2011/12 to 2021/22 is below. Of the 245 cases received since 2011/12, 51 cases have been accepted and resolved and four cases remain unresolved. 190 cases have been passed back to TfL's Crossrail helpdesk to handle through existing processes. Of the four unresolved cases, all date back to previous financial years, and none are new since the last report.

Cases received by Complaints Commissioner	Cases accepted and resolved	Cases accepted and unresolved as of 30 June 2022	Cases not accepted and sent to helpdesk
245	51	04	190

TfL (Crossrail) helpdesk published complaints statistics

Year	Average (per period)	Total
2021 - 2022	5	59
2020 - 2021	9	118
2019 - 2020	16	209
2018 - 2019	29	380
2017 - 2018	44	570
2016 - 2017	72	938
2015 – 2016	85	1,108
2014 – 2015	78	1,011
2013 - 2014	76	985

5 Final Audit

- 5.1 The final audit of accounts for the Office of the Crossrail Complaints Commissioner is being conducted by TfL. Provision has been made for the Crossrail Complaints Commissioner to sign the audit statement before his role ends at the end of July 2022.

6 Conclusion

- 6.1 Throughout the Crossrail programme, TfL and Crossrail have paid close attention to the views of communities along the route, especially members of the public and residents who have been impacted by works on the project. During the 10-year construction period teams across Crossrail, TfL and Network Rail Helpdesks have worked to ensure local issues have been resolved quickly.
- 6.2 Crossrail always sought to be empathetic in dealing with anyone affected by the project, but there were times where more could have been done and engagement, particularly by the Tier 1 contractors, could have been better.
- 6.3 The role of the Independent Complaints Commissioner during construction has provided a valuable insight into some of the key areas of concern and ensured that any complaints that needed escalating have been done so appropriately. Where there are some outstanding complaints, the Crossrail and TfL teams will seek to do all they can to resolve these amicably.

List of appendices to this report:

Appendix 1: Crossrail Complaints Commissioner's Report

List of Background Papers:

None

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