

Attachment 5.8 - Roads Operating Company Complaints Register

Complaint Details				Stage 1							Stage 2							Comments	
Reference	Complainant Name	Nature of Complaint	OC Action Officer	Date received	Acknowledgement issued	Final Reply Due	Extension Required	Extension Deadline	Date reply issued	Outcome - Resolved/Stage 2	Date Received	OC Investigating Officer	Acknowledgement issued	Final reply due	Extension Required	Agreed Extension	Date reply issued	Outcome - Resolved/Escalated to TS	Comments