

WATCH PLAN B

**An opportunity for everyone to be heard at every
step of the construction project**

PLAN B - ENVIRONMENTAL PROTECTION PLAN

GET INFORMED

GET INVOLVED

GET ANSWERS

KEEP WATCHING

COMPLIANCE MANAGEMENT STRATEGY

DEPARTMENT OF TRANSPORTATION AND INFRASTRUCTURE RENEWAL (TIR)

EXTRACTS

FINAL ENVIRONMENTAL PROTECTION PLAN

"(l) The Compliance Management Strategy (**Appendix A**) outlines the complaint management system procedure to ensure that complaints from the public are properly managed." Page 32

" (c) A complaint procedure will be put in place as per the Compliance Management Strategy (**Appendix A**) to ensure that complaints from the public are properly managed". Page 52

"The Compliance Management Strategy has been developed to provide a clear, transparent, and effective framework for management of the environmental compliance aspects of the Trans-Canada Highway (TCH) Realignment New Haven-Bonshaw Project." **Appendix A.** Page 77

KNOW YOUR RIGHTS

Call 902-675-7490 or email at gateway@gov.pe.ca

USEFUL QUESTIONS

What is a complaint?

How do I complain?

What can be complained about?

Where can I get a copy of the form for making a complaint?

How can I find help to write a complaint?

What happens when TIR receives my complaint?

What can I do if I am not satisfied with my response?

What happens following the investigation of a complaint?

How long will it take to deal with my complaint?

Is my personal information kept secure?

REPORT PLAN B

USEFUL TIPS - WRITING A COMPLAINT

1) Provide name, address and contact information

2) Describe what you believe is a violation

3) Detail the circumstances of your complaint

- what the incident is about
- who you believe is responsible
- when and where the incident took place
- the date you first became aware of the incident
- how you became aware of the incident
- how serious you believe the incident is on the environment
- any other pertinent information

4) Describe any difficulty to witness violation or collect information

Describe in detail if you believe

- you were not provided fair access to make a complaint.
- you were denied physical access to the work site,
- you were denied information on the government website,
- you tried to contact TIR and were denied access to information/received no reply.

5) List all evidence that supports your complaint. Attach copies of any documentation or photographs to your complaint and reference each material

6) Describe documents or any material you believe should be considered

7) Provide TIR with your feedback on the complaints procedure

Date and sign

Important notice

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