

AENC-CAM-CMS-REP-0001

Norwich to Tilbury

Volume 7: Other Documents

Document: 7.2 Outline Code of Construction Practice Appendix E -
Community Engagement and Public Information

Final Issue A

August 2025

Planning Inspectorate Reference: EN020027

Infrastructure Planning (Applications: Prescribed Forms and Procedure)
Regulations 2009 Regulation 5(2)(q)

nationalgrid

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1. Community Engagement and Public Information

- 1.1.1 This document sets out the communications channels and approach to community engagement during the construction of Norwich to Tilbury. It explains the approach to engaging with local communities, what resources will be available and how people can contact with the community relations team.
- 1.1.2 A community relations team will be appointed to engage with local residents and provide dedicated community relations and external communications support. The community relations agency will work with the internal, established communications team at National Grid.
- 1.1.3 The Project website will be maintained and managed by the community relations team to continue to provide up to date information to stakeholders. At the start of construction and at key milestones, project updates will be sent to local parish councils and local authorities.
- 1.1.4 A free project hotline, project email and freepost address will be available for members of the public to use to contact the project team with any queries or complaints. The Project contact details will be published in newsletters and on the website and will be visible, along with the website URL details on boards placed around the perimeter of the construction sites in appropriate locations where they would be visible to the public. The Project contact details and Project website details will also be provided to the Local Planning Authorities.
- 1.1.5 The community relations team will work closely with the Main Works Contractors to ensure all information is up to date and communicated in a timely manner to interested parties, local communities and affected landowners.
- 1.1.6 These contact details (listed below) will also be provided to the local authorities.

Table 1.1 Project community relations team contact details

Method of Contact	Contact Details
Website	nationalgrid.com/norwich-to-tilbury
Email	contact@n-t.nationalgrid.com
Free project hotline	0800 915 2497
Freepost	FREEPOST N TO T

- 1.1.7 A dedicated team at Fisher German will manage engagement around land and property affected by the Project and will be contactable via a freephone telephone number (0808 175 3314), email (Norwich-Tilbury@fishergerman.co.uk) and post (Norwich to Tilbury Lands Team at Fisher German, The Atrium, Risby Business Park, Newmarket Road, Risby, Bury St Edmunds, IP28 6RD). There will also be a dedicated Lands webpage with contact details and Project information for landowners and occupiers.

2. Complaints Procedure

- 2.1.1 For any questions or concerns, stakeholders can contact the Project team via any of the contact methods listed above and on the Project website.
- 2.1.2 Any complaints associated with the construction of the proposed development, including non-conformance with the Code of Construction Practice (CoCP) (document reference 7.2) and other management plans, will be reported, recorded and investigated using a detailed complaints procedure developed by the Main Works Contractors in consultation with the community relations team.
- 2.1.3 The detailed complaints procedure (including but not limited to complaints relating to noise, dust, vibration, pollution and construction traffic) will set out:
- How and to whom complaints can be made
 - A reasonable timeframe for responding to complaints
 - The potential remedies available to address complaints
 - Who to contact in the event that the complainant is not satisfied with the outcome.
- 2.1.4 Any minor issues or complaints relating to site incidents will be dealt with firstly by the Main Works Contractors who will be required to report any public interactions to the community relations team for logging and recording. The escalation of these issues, or more serious issues will be dealt with by the National Grid Project team. The community relations team will ensure the details of any complaints are recorded and that all complaints will be appropriately managed and investigated, and appropriate action will be taken.
- 2.1.5 In addition to the free Project hotline and Project website, complaints from an external party may also be received via a number of other communication routes, for example, via written correspondence. Any such communications will also be passed to the community relations team to be managed appropriately.
- 2.1.6 Where a person from a community local to the works makes a complaint, it will be passed initially to the community relations team. The community relations team will liaise with the other members of the Project team to investigate the complaint. Appropriate action will be taken by the Project construction team and both the complaint and the action taken in response will be recorded and the complainant informed.

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