

The Forest High School relocation - Complaints register

Last updated: 1 March 2024

This is a register of complaints received by School Infrastructure NSW about The Forest High School relocation project since the project's State Significant Development application was approved. A complaints register is a requirement for all SSD projects.

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency?
November 2023	No complaints received					
4 December 2023	6 December 2023	Email	Concerns over noise coming from the construction site over the weekend, and construction workers arriving on site at 6am.	<p>We have spoken to the contractor who has confirmed that the noise you heard last weekend was a generator for temporary power, that was unfortunately left on. Permanent power to the construction site has been connected this week.</p> <p>The contractor is not aware of any of their construction workers starting on site at 6am, but have committed to monitoring this moving forward.</p>	Closed	No

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18 December 2023	19 December 2023	Email	Community member reporting construction vehicles arriving on site before 6am.	In accordance with the project's conditions of consent, SINSW has reminded the contractor that they should not be receiving any deliveries before 7am, unless there is an emergency or formal approval is provided.	Closed	No
10 January 2024	11 January 2024	Email	Community member reporting construction vehicles arriving on site before 6am.	The construction contractor have advised that these deliveries are occurring by third party delivery companies who are not complying with their advice. The contractor will fast track a third gate operation to reduce impacts to residents and install signage for approved delivery times on all operational gates.	Closed	No
24 January 2024 and 31 January 2024	25 January 2024 and 2 February 2024	Email	Complaint about vibrations from the school construction site shaking a community member's property.	The vibrations from the construction site are as a result of building pads being compacted. The contractor has reviewed the vibration levels within the Noise and Vibration Management Sub-Plan (a document that the build is required to adhere to as part of its consent conditions) and all levels from the site monitors show the vibrations are within the requirements set by the Department of Planning, Housing and Infrastructure.	Closed	No
30 January 2024	19 February 2024	Email	Complaint referral from the NSW Environmental Protection Authority about sediment-laden	Full report sent to the Environmental Protection Authority.	Closed	No

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			water leaving the construction site and entering Allambie Heights detention pond via Madison Way Reserve.			
1 February 2024	2 February 2024	Email	Complaint about traffic sign being installed outside a property on Arnhem Road	These signs have been installed as part of the Construction Pedestrian and Traffic Management Plan for the project, and have been approved by the Department of Planning, Housing and Infrastructure through the consent conditions. The Northern Beaches Council has also approved the installation of these signs.	Closed	No
5 and 9 February 2024	6 and 12 February 2024	Email	Complaint about vibrations from the school construction site shaking a community member's property.	<p>The vibrations from the construction site are as a result of building pads being compacted.</p> <p>The contractor has reviewed the vibration levels within the Noise and Vibration Management Sub-Plan (a document that the build is required to adhere to as part of its consent conditions) and all levels from the site monitors show the vibrations are within the requirements set by the Department of Planning, Housing and Infrastructure.</p>	Closed	No