

Armidale Secondary College Complaints Register

Last updated 30 April 2022

This is a register of complaints received by School Infrastructure NSW about Armidale Secondary College. A complaints register is a requirement for all State Significant Development (SSD) projects.

Date of complaint	Date of response	Complaint Method	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
21/05/2019	21/05/2019	Phone	Truck approaching site at 5.15am	Trucks were demobilised from the site as soon as possible after receipt of the complaint and sent back to their depot. A non-conformance was issued to the subcontractor.	Closed	No
13/06/2019	13/06/2019	Phone	Trucks in Butler street at 6am	Trucks were demobilised from the site as soon as possible after receipt of the complaint and sent back to their depot. A non-conformance was issued to the subcontractor.	Closed	No
July 2019		No complaints received				
27/08/19	27/08/2019	Phone	B Double idling in Butler St at 6.27am	Trucks were demobilised from the site as soon as possible after receipt of the complaint.	Closed	No
September 2019		No complaints received				
October 2019		No complaints received				
1/11/2019	1/11/2019	Walk-in	Truck exiting site took a wider arc to enter onto the road	Signage was ordered to delineate the exit path for all trucks.	Closed	No

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Date of complaint	Date of response	Complaint Method	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
December 2019		No complaints received				
January 2020		No complaints received				
February 2020		No complaints received				
31/3/2020	1/4/2020	Email	Social distancing measures	A letter was distributed to local residents advising them of the strict social distancing measures being implemented at the construction site.	Closed	No
8/4/2020	9/4/2020	Phone	Noise enquiry relating to street sweeper	All persons on-site were reminded of the DA approved hours for construction activity.	Closed	No
May 2020		No complaints received				
June 2020		No complaints received				
24/7/2020	24/7/2020	Phone	Rubbish blown into yard from site	Additional bins down Butler Street, signage and inspections of the area throughout the day.	Closed	No
27/7/2020	29/7/2020	Email	Trucks in Butler Street before 7am	All external trades informed vehicles not to be driven on Butler street prior to 7am. Subcontractors briefed on noise controls.	Closed	No
20/08/2020	24/08/2020	Email	Noise before 7am on and after 1pm Saturday	Non-conformance notice issued to the subcontractor for noise. Subcontractor fined.	Closed	No

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			Trucks in Butler Street before 7am	Subcontractors reminded vehicles not to be driven on Butler street prior to 7am. Revised work hours for DEN area (Butler Street / north west section of site): all trades advised no works to commence around DEN prior to 7.30am.		
September 2020			No complaints received			
October 2020			No complaints received			
30/11/2020	1/12/2020	Email	Trucks parked in Butler Street	Vehicles moved day of complaint. Reminder to all onsite of the requirement not to park on the residential side of Butler Street. Parking included in daily site meetings and pre-site briefing for new workers.	Closed	No
December 2020			No complaints received			
8/01/2021	29/01/2021	Email	Use of non-native species in landscaping	Response provided outlining landscape design and plant selection process, incorporating NSW Department of Education guidelines, local ecology, safety and hardiness, school consultation and planning approvals process. Selection was exotic and native species (both Australian and species that are from the region) to match the local area and what already existed on the school site. Includes 716 trees of which 526 are native species, 7,311 native shrubs, grasses and groundcovers. Native species 57 % of all planting.	Closed	No
2/02/2021	26/02/2021	Email	Follow up comments regarding landscaping	Response provided confirming no plans to plant trees at the carpark, shared by the Den and Armidale Secondary College students.	Closed	No
March 2021			No complaints received			
April 2021			No complaints received			
May 2021			No complaints received			
June 2021			No complaints received			

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July 2021	No complaints received				
August 2021	No complaints received				
September 2021	No complaints received				
October 2021	No complaints received				
November 2021	No complaints received				
13/12/2021	Phone	Sun-shading in play space and canteen space/use in multipurpose hall	Response provided confirming shade in play spaces have been designed in line NSW Educational Facilities Standards and Guidelines (EFSG) and local climate conditions. The canteen facilities were also designed in line with EFSG and delivered as part of the main school project. Some discussions ongoing directly with the Principal, as relating to school operational matters.	Closed	No
January 2022	No complaints received				
February 2022	No complaints received				
March 2022	No complaints received				
April 2022	No complaints received				
May 2022	No complaints received				
June 2022	No complaints received				