

Armidale Secondary College Complaints Register

Last updated 26 February 2021

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
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
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

Date of complaint	Date of response	Complaint Method	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
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
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
			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.		
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

NSW Department of Education – School Infrastructure

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 to 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 regarding landscaping, lack of trees at carpark	Response provided confirming no plans to plant trees around the carpark, shared by the Den and Armidale Secondary College students.	Closed	No