

Arthur Phillip High School and Parramatta Public School Complaints Register

Last updated 27 August 2020

This is a register of complaints received by School Infrastructure NSW about the Arthur Phillip High School and Parramatta Public School. A complaints register is a requirement for all State Significant Development (SSD) projects.

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this Complaint an Emergency
29 June 2020	29 June 2020	Email	Construction worker conduct	Investigation conducted by the project team and contractor. Daily tool-box talks with workers to reiterate strict obligations for interacting with public and no-tolerance policy for inappropriate conduct.	Closed	No
28 April 2020	29 April 2020	Phone	Noisy works	Clarified works undertaken were not a result of the project, but due to a nearby construction site. Residents were advised to check with council.	Closed	No
7 April 2020	7 April 2020	Email	Noisy works	Clarified works undertaken were not a result of the project, but due to a nearby construction site. Residents were advised to check with council.	Closed	No

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this Complaint an Emergency
25 November 2019	28 November 2019	Email	Noisy works	Clarified works undertaken. Residents were advised that works will be completed by 14 December 2019 (ie. in accordance with the previously advised program).	Closed	No
8 August 2019	8 August 2019	Email	Night works	Clarified works undertaken. Residents were advised that works will be completed by 11 August 2019 (ie. in accordance with the previously advised program).	Closed	No
30 July 2019	8 August 2019	Email	Night works	Clarified works undertaken. Residents were advised that works will be completed by 11 August 2019 (ie. in accordance with the previously advised program).	Closed	No
22 August 2018	24 August 2018	Email	Night works	Clarified works undertaken. Offered briefing to individual and to all residents in apartment complex.	Closed	No