

Barramurra Public School - Complaints Register

Last updated 2 May 2023

This is a register of complaints received by School Infrastructure NSW about the delivery of Barramurra Public School (New primary school for Catherine Field). A complaints register is a requirement for all State Significant Development (SSD) projects.

| Date of complaint | Date of response | Method of complaint | Nature of complaint | SINSW response | Complaint status | Is this complaint an emergency |
|--|------------------|---------------------|---------------------|--|------------------|--------------------------------|
| 1 October 2020 | 1 October 2020 | Phone | Parking | The contractor has been advised to ensure staff are parking onsite to ensure street parking is available for residents and visitors. | Closed | No |
| 6 November 2020 | 6 November 2020 | Phone | Parking | The contractor has been advised to ensure staff are parking on site. The contractor will also regularly remind staff to park onsite during daily meetings. | Closed | No |
| December 2020 - No complaints received | | | | | | |
| January 2021 - No complaints received | | | | | | |

| Date of complaint | Date of response | Method of complaint | Nature of complaint | SINSW response | Complaint status | Is this complaint an emergency |
|---|------------------|---------------------|---------------------|--|------------------|--------------------------------|
| 2 February 2021 | 3 February 2021 | Email | Noise | An investigation was conducted by an acoustic consultant to confirm compliance. The contractor has also reduced the running capacity of the fan to reduce noise. | Closed | No |
| March 2021 - No complaints received | | | | | | |
| April 2021 - No complaints received | | | | | | |
| May 2021 - No complaints received | | | | | | |
| June 2021 - No complaints received | | | | | | |
| 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 | | | | | | |

NSW Department of Education – School Infrastructure

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|--|------------------|---------------------|---------------------|----------------|------------------|--------------------------------|
| | | | | | | |
| December 2021 - No complaints received | | | | | | |
| 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 | | | | | | |
| July 2022 - No complaints received | | | | | | |
| August 2022 - No complaints received | | | | | | |
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| Date of complaint | Date of response | Method of complaint | Nature of complaint | SINSW response | Complaint status | Is this complaint an emergency |
|--|------------------|---------------------|---------------------|----------------|------------------|--------------------------------|
| October 2022 - No complaints received | | | | | | |
| November 2022 - No complaints received | | | | | | |
| December 2023 - No complaints received | | | | | | |
| January 2023 - No complaints received | | | | | | |
| February 2023 - No complaints received | | | | | | |
| March 2023 - No complaints received | | | | | | |
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