

# Carlingford West Public School and Cumberland High School Complaints Register - Last updated 2 April 2024

This is a register of complaints received by School Infrastructure NSW about the Carlingford West Public School and Cumberland High School upgrade since the State Significant Development application was granted (SSD). 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
26 March 2024		Phone	Construction hours, noise, vibration	A voicemail was left via the Deputy Premier's Office with concerns regarding vibration. School Infrastructure NSW (SINSW) investigated the complaint and found that vibration was within the approved limits. SINSW has unsuccessfully attempted to call the resident and will continue to do so.	OPEN	No
27 March 2024	28 March 2024	Email	Light	A resident complained about light spilling from the site into their property. The lights are a WHS requirement to provide safe access for workers entering and exiting the site. They have been reprogrammed to turn on later in the morning and will be re-positioned to deflect away from the property.	CLOSED	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
8 March 2024	13 March 2024	Email	Construction hours, noise, vibration	School Infrastructure NSW (SINSW) investigated the complaint about construction work occurring after 6pm and confirmed it was site personnel leaving site in a work vehicle. SINSW advised that provided noise does not exceed background noise plus 5 decibels, the project is permitted to undertake further work until 7pm on week days. Noise and vibration monitoring was checked and acceptable limits have not been exceeded.	CLOSED	No
28 February 2024	1 March 2024	Email	Vibration	School Infrastructure NSW (SINSW) apologised for the inconvenience. After investigating monitoring data for this period, it was confirmed work was in compliance with vibration limits and in accordance with the Construction Noise and Vibration Management Sub Plan.	CLOSED	No
26 February 2024	Response to come from Deputy Premier's Office	Deputy Premier's webpage	Trees on boundary	School Infrastructure NSW (SINSW) acknowledged the complaint via email on 1 March 2024 and noted a response would be forthcoming from the Deputy Premier's Office	CLOSED	No
20 February 2024	Response to come from Deputy Premier's Office	Deputy Premier's webpage	Potential asbestos mulch laid on property	School Infrastructure NSW (SINSW) acknowledged the complaint via email on 27 February 2024 and noted a response would be forthcoming from the Deputy Premier's Office.	CLOSED	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
16 February 2024	16 February 2024	Email (to school)	Noise at night	School Infrastructure NSW (SINSW) apologised for the noise and inconvenience from the arrival of an oversized piling rig to site overnight to meet Transport road regulations and Council requirements. SINSW also communicated with the contractor to minimise bright lights and tell workers to keep noise to a minimum in future.	CLOSED	No
30 January 2024	1 February 2024	Email	Dust	School Infrastructure NSW (SINSW) is implementing dust mitigation and prevention as per the Construction Soil and Water Management Plan, available online. The contractor will continue to monitor dust mitigation measures.	CLOSED	No
14 December 2023	15 December 2023	Phone	Dust	School Infrastructure NSW (SINSW) passed on these concerns to the contractor and asked them to manage dust impacts in high winds.  SINSW also called the resident to discuss the dust mitigation and measures in place.	CLOSED	No
11 December 2023	22 December 2023	Email	Vegetation	School Infrastructure NSW (SINSW) is consulting with the arborist about this tree and its placement.	CLOSED	No