

Centre of Excellence in Agricultural Education Complaints Register

Last updated 31 March 2024

This is a register of complaints received by School Infrastructure NSW about the new Centre of Excellence in Agricultural High School 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 |
|-------------------|------------------|---------------------|--|--|------------------|--------------------------------|
| 1 March 2024 | 7 March 2024 | Email | Timeline for construction | A response was provided that timelines wouldn't be known until after a contractor had been appointed | Closed | No |
| 26 February 2024 | 27 February | Email | Poor communication with the school community | SINSW acknowledged the issue and advised that when we have more information to share we will | Closed | No |
| 21 February 2024 | 26 February 2024 | Email | Follow up from parent about status of the project and barriers to commencement. Seeking clarification and a timeline | A response was provided that timelines wouldn't be known until after a contractor had been appointed | Closed | No |

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| 21 February 2024 | 26 February 2024 | Email | Diesel generator emitting smoke | Advised that the generator had been attended to and is a temporary installation only | Closed | No |
| 15 February 2024 | 19 February 2024 | Email | A parent requested an update on the status of the school and expressed concern about the lack of progress or information | A response was provided that SI NSW is working on an alternative plan for the school. | Closed | No |
| 13 February 2024 | With Deputy Premier | Email | A parent wrote to the Deputy Premier, cc School Infrastructure requesting an update on the status of the school and expressed concern about the lack of information | Email is with the Deputy Premier for response | Closed | No |
| 13 February 2024 | 19 February 2024 | Email | A student requested follow up information about construction timelines | A response was provided that timelines wouldn't be known until after a contractor had been appointed | Closed | No |
| 13 February 2024 | 13 February 2024 | Email | 2 parents requested an update on the status of the school and expressed | A response was provided that SI NSW is working on an alternative plan for the school. | Closed | No |

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| | | | concern about the lack of progress or information | | | |
| 12 February 2024 | 13 February 2024 | Email | 1 student and 1 potential student requested an update on the status of the school and expressed concern about the lack of progress or information | A response was provided that SI NSW is working on an alternative plan for the school. | Closed | No |
| 12 February 2024 | 12 February 2024 | Email | 3 parents requested an update on the status of the school and expressed concern about the lack of progress or information | A response was provided that SI NSW is working on an alternative plan for the school. | Closed | No |
| 11 February 2024 | 12 February 2023 | Email | 1 parent and 1 student requested an update on the status of the school and expressed concern about the lack of progress or information | A response was provided that SI NSW is working on an alternative plan for the school. | Closed | No |
| 6 January 2024 | 18 January 2024 | Email | Parent requested an update on the status of the school and expressed | A response was provided that SI NSW is working on an alternative plan for the school. | Closed | No |

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| | | | concern that installation of demountable buildings would slow the progress of the school building | | | |
| 12 December 2023 | 20 December 2023 | Email | Parent requested an update on the status of the school | A response was provided that SI NSW is working on an alternative plan for the school. A notification about installation of demountable buildings was sent out via the school | Closed | No |
| November 2023 | 21 November 2023 | Email | A parent wrote to the Chief Executive requesting information about the status of the Centre Project | The Chief Executive responded that SINSW is working on an alternative plan for the school and further information would be provided when it is available | Closed | No |
| 16 November 2023 | 21 November 2023 | Phone Email | A parent requested information about the status of the Centre project | A response was provided that additional communications had been sent by the Chief Executive, and that further information would be provided when it was available | Closed | No |
| October 2023 | | | No complaints were received in October 2023 | | | |

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| September | | | No complaints were received in September 2023 | | | |
| 23/08/2023 | 03/09/2023 | Email | Parent asked for information about status of the Centre project | A response was provided that SINSW is working towards an outcome for the CoE and a fuller response will be provided when information is available | Closed | No |
| 31/07/2023 | 08/08/2023 | Email | Lack of communication. Concern about their child's education | An interim response was sent 31/7. On 8/8 telephone advice was provided about the project, with advice that a project update will be sent out to parents | Closed | No |
| June 2023 | | | No complaints received during June 2023 | | | |
| 10/05/2023 | 18/05/2023 | Email | Request information on new site location and associated statutory approvals process and temporary school facilities. | An interim response was sent on 18 May with final advise pending. | Open | No |
| 28/04/2023 | 18/05/2023 | Email | Request information on timeline and site location. | An interim response was sent via email on 28 April March and final advise provided on 18 May via email informing stakeholder that we are unable to provide a timeline as we are continuing to work with the University of | Closed | No |

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| | | | | Western Sydney in identifying an alternative site for the school within the university campus. Once an alternative site is found, we will provide more details. | | |
| 18/04/2023 | 28/04/2023 | Email | Request information on timeline and site location. | An interim response was sent on 28 April with final advise pending. | Closed | No |
| 17/03/2023 | 17/04/2023 | Email | Request construction status. | An interim response was sent via email on 20 March and final advise provided on 17 April via email informing stakeholder that identification for an alternative site is underway after tests have determined that PFAS levels on the current site cannot be practically remediated for the facilities required of an agricultural school. | Closed | No |
| 01/03/2023 | 17/04/2023 | Email | Request construction status. | An interim response was sent via email on 3 March and final advice provided on 17 April via email informing stakeholder that identification for an alternative site is underway after tests have determined that PFAS levels on the current site cannot be practically remediated for the facilities required of an agricultural school. | Closed | No |

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| February 2023 | | | | No complaints received during March 2022 | N/A | N/A |
| January 2023 | | | | No complaints received during March 2022 | N/A | N/A |
| December 2022 | | | | No complaints received during March 2022 | N/A | N/A |
| November 2022 | | | | No complaints received during March 2022 | N/A | N/A |
| October 2022 | | | | No complaints received during March 2022 | N/A | N/A |
| September 2022 | | | | No complaints received during March 2022 | N/A | N/A |
| August 2022 | | | | No complaints received during March 2022 | N/A | N/A |
| July 2022 | | | | No complaints received during March 2022 | N/A | N/A |
| June 2022 | | | | No complaints received during March 2022 | N/A | N/A |
| May 2022 | | | | No complaints received during March 2022 | N/A | N/A |
| April 2022 | | | | No complaints received during March 2022 | N/A | N/A |

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| March 2022 | | | | No complaints received during March 2022 | N/A | N/A |