

Upgrades to Chatswood Public School and Chatswood High School Complaints Register – October 2022

Last updated 8 November 2022

This has been prepared on behalf of the NSW Department of Education (DoE) for Chatswood Public School and Chatswood High School (SSD 9483) to meet the requirements of condition A22: Access to Information (vii) contact details to enquire about the development or to make a complaint; (viii) a complaints register, updated monthly. The below complaints have been received by School Infrastructure NSW.

Date / time of complaint	Date / time of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
20 Oct 2022 11:10am	20 Oct 2022 5:18 pm	Email	Tower crane location	SINSW advised the tower crane operates within its approved zone with stringent measures to ensure the highest safety standards.	Closed	No
21 Oct 2022 8:08pm	21 Oct 2022 6:11pm	Email				
27 Oct 2022 8:21am	26 Oct 2022 3:27pm	Email				
6 Sept 2022 9:30am	12 Sept 2022 10:32am	Call	Worker noise	SINSW advised that RCC will remind all contractors and sub-contractors at toolbox talks to play music at a reasonable level. RCC will monitor noise control measures to ensure SSD compliance.	Closed	No
15 July 2022 1:48pm	20 July 2022 11:48am	Email	Smoking and littering	Project contractor RCC issued a warning to the sub-contractors identified as having littered and has promoted awareness of the issue at pre-work meetings and subcontractor coordination meetings.	Closed	No

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6 July 2022 2:22pm	14 July 2022 5:24pm	Email	Traffic and parking within the project design	SINSW provided information as to how traffic and parking considerations were included in the design and approval of the new school.	Closed	No
5 July 2022	5 July 2022	Phone call	Flooding in the garage	Project contractor RCC attended the property to investigate the issue. SINSW confirmed the project team and the contractor will work with the resident to mitigate and manage future flooding of the garage.	Closed	No
9 July	8 July	Email				
17 July	18 July	Email				
21 July	22 July	Email				
29 July	28 July	Email				
	1 August	Phone call				
8 August	3 August	Email				
	4 August	Meeting				
	22 August	Email				
5 July 2022	5 July 2022	Phone call	Sewer overflow	Project contractor RCC attended the property with Sydney Water to investigate the issue. A sewer blockage was subsequently cleared by Sydney Water. Discussions and investigations will be ongoing regarding the cause of the sewer issues should they persist.	Closed	No
9 July	8 July	Email				
17 July	18 July	Email				
21 July	22 July	Email				
29 July	28 July	Email				
	1 August	Phone call				
	3 August	Email				
8 August	4 August	Meeting				
	22 August	Email				
24 June 2022 1:48pm	28 June 2022 7:10pm	Email	Noise and littering	Project contractor RCC conducted a site walk to assess worker noise. SINSW advised that RCC will remind all contractors and sub-contractors at toolbox talks to play music at a reasonable level and to be mindful of loud talking and to not litter. RCC will monitor noise control measures to ensure SSD compliance.	Closed	No

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29 March 2022 9:12am	29 March 2022	Email	Truck parking in no stopping area	Project contractor RCC managed the issue on-site with the driver directly. Illegal parking was also addressed with the sub-contracting company. RCC also implemented traffic cones in the no stopping area and will continue to do so moving forward.	Closed	No
23 March 2022	24 March 2022	Phone	Noise	SINSW requested the complainant keep and provide records of music heard from the site. SINSW also advised that RCC will remind all contractors and sub-contractors at toolbox talks to play music at a reasonable level. RCC will monitor noise control measures to ensure SSD compliance.	Closed	No
18 March 2022 1:58pm	25 March 2022 2:44pm	Email	Concern regarding safety of the external steelwork materials used in building	SINSW advised the extensive design and building compliance requirements that were met and certified prior to the handover of the facility.	Closed	No
16 February 2022 10:07am	4 April 2022 11:48am	Phone	Noise and residential driveway blocked by construction vehicles	SINSW advised that RCC will remind all contractors and sub-contractors at toolbox talk to play music at a reasonable level. RCC will monitor traffic control measures to ensure SSD compliance.	Closed	No
3 February 2022, 12:00pm	16 February 2022, 9:28am	Email	Construction access entry points and increase traffic	SINSW advised construction access via De Villers Avenue has been in place since the commencement of main works for the upgrade. For works being undertaken at buildings A, B, I & F the main construction vehicle access used will be located via Centennial Avenue.	Closed	No
2 February 2022, 10:55am	4 February 2022, 10:00am	Phone	Noise	SINSW advised that RCC will remind all contractors and sub-contractors at toolbox talk to play music at a reasonable level. RCC will monitor location during construction.	Closed	No

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25 January 2022, 8:32am	25 January 2022, 5:02pm	Email	Work starting outside of approved hours at Chatswood High School	SINSW advised that RCC will remind all contractors and sub-contractors at toolbox talk to reaffirm the approved working hours.	Closed	No
23 January 2022, 4:10pm	27 January 2022, 11:01am	Email	Existing stormwater issues and two minor cracks to the exterior brick wall of an adjoining property	<p>Contractor advised that groundwater egress from the retaining wall and muddiness appear to be an existing condition.</p> <p>SINSW advised as part of the project, new stormwater provisions have been installed on-site, and work to connection to Sydney Water’s stormwater infrastructure external to the school site is pending DA approval from Willoughby Council.. Once complete, it is expected water flow from the school grounds will decrease.</p> <p>RCC will monitor the wall and reassess at completion of works.</p>	Closed	No

Date / time of complaint	Date / time of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
22 December 2021, 9:03am	24 December 2021, 11:09am; 11 January 2022, 11:00am	Email	Truck movements, worker parking and property damage	SINSW, Project Manager and Richard Crookes reviewed each concern with complainant on Friday 14 January. This has included walking through upcoming construction activities and undertaking a further heritage dilapidation report prior to adjacent works.	Closed	No
16 November 2021, 8:07am	19 November 2021, 12:14pm	Email	Work starting outside of approved hours at Chatswood Public School	Richard Crookes Constructions confirmed that works are not permitted to start before 7am and advised that workers will frequently arrive prior to 7am to attend the pre-start construction meeting at 7am.	Closed	No
15 November 2021, 2:30pm	15 November 2021, 2:30pm; 9 February 2022, 10:00am	Meeting	Chatswood High School perimeter fence design	<p>Following an escalation meeting facilitated by Willoughby Council, SINSW's Executive addressed ongoing concerns from the Chatswood West Ward Progress Association with regards to the Chatswood High School perimeter fence design.</p> <p>SINSW reiterated that the intent of the fencing design is to secure the perimeter of the school site for the safety of students, staff and the community. It was finalised in consultation with the school and the department's school security unit, and complies with the Education Facilities Standards and Guidelines.</p> <p>A minor modification of the perimeter fence adjacent the High School and Charrington Hotel on Centennial Avenue, has been set back as a result.</p>	Closed	No

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10 November 2021, 4:39pm	12 November 2021, 3:48pm, 30 November 2021, 3:03pm, and 8 December 2021, 2:00pm.	Email	Two minor cracks to the exterior brick wall of an adjoining property	<p>SINSW advised that RCC's dilapidation report did not document this section of the exterior wall. RCC committed to inspecting, assessing and monitoring the wall periodically throughout the project. At the completion of the works, RCC will reassess the wall and repair the cracks if an engineer advises they were caused by the work.</p> <p>RCC undertook an inspection of the wall on 8 December 2021. The cracks were documented and will be monitored on an ongoing basis.</p>	Closed	No
27 October 2021, 9:03am	29 October 2021, 2:25pm	Email	Chatswood High School truck movements during peak times	A Construction Traffic Management Plan is in place and this plan has been approved by the Department of Planning, Industry and Environment. The trucks accessing the De Villiers Avenue entrance via Dardanelles Road were adhering to this plan. While RCC encourages their sub-contractors to arrive onsite outside of peak hours where possible, at times this is unavoidable.	Closed	No
13 October 2021, 12:22pm	14 October 12:23pm and 20 October, 5:35pm	Email	Chatswood High School demolition noise and truck movements	<p>Acknowledged receipt on 14 October and advised that the contractor will be contacted to investigate further.</p> <p>Detailed response provided on 20 October to advise the nature of the noisy works and confirm the work adheres to the acoustic requirements of the consent conditions. Information provided on the timeline of upcoming noisy activities. Contractor committed to reminding truck drivers to adhere to</p>	Closed	No

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				local parking restrictions and not to idle outside local residential properties.		
21 September 2021, 12:01pm	22 September 2021, 3:11pm	Email	Excessive lighting outside of hours	The flood light has been turned off outside of construction hours to avoid impacting residents.	Closed	No
18 September 2021, 4:19pm	22 September 2021, 4:04pm	Email	Groundwater runoff through retaining wall	Confirmed that the contractor is installing a new stormwater system. This will reduce the amount of groundwater runoff.	Closed	No
25 August 2021, 12:44pm / 26 August 2021, 2:04pm	3 September 2021, 11:29pm	Phone / Email	Chatswood High School perimeter fence design	<p>Returned phone call on 25 August to understand the nature of the complaint. Confirmed that a formal written response would be prepared after consultation with the project team.</p> <p>Complainant emailed on 26 August with same complaint in writing. Response confirmed the fence plan was approved by the Department of Planning, Industry and Environment (DPIE) in November 2020. The design ensures the school can secure its site boundary during the day and after hours.</p>	Closed	No
19 July 2021, 3:31pm	27 July 2021, 10:13am	Email	Chatswood High School perimeter fence design	The fence plan was approved by the Department of Planning, Industry and Environment (DPIE) in November 2020. The design was finalised in consultation with the school and the	Closed	No

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				department's school security unit, and complies with the Education Facilities Standards and Guidelines.		
7 July 2021, 3:37pm	19 July 2021, 12:17pm	Email	Chatswood High School perimeter fence design	The fence plan was approved by the Department of Planning, Industry and Environment (DPIE) in November 2020. The design was finalised in consultation with the school and the department's school security unit, and complies with the Education Facilities Standards and Guidelines.	Closed	No
3 July 2021, 10:28am	21 July 2021, 11:11am	Email	Protection of birdlife at Chatswood High School	The project team is consulting with stakeholders to protect the wellbeing of the Powerful Owls on site.	Closed	No
2 July 2021, 4:50pm	21 July 2021, 11:09am	Email	Protection of birdlife at Chatswood High School	The project team is consulting with stakeholders to protect the wellbeing of the Powerful Owls on site.	Closed	No
1 July 2021, 3:11pm	21 July 2021, 11:15am	Email	Protection of birdlife at Chatswood High School	The project team is consulting with stakeholders to protect the wellbeing of the Powerful Owls on site.	Closed	No

Date / time of complaint	Date / time of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
23 June 2021, 4:46pm	5 July 2021, 9:44am	Email	Protection of birdlife at Chatswood High School	The project team is consulting with stakeholders to protect the wellbeing of the Powerful Owls on site.	Closed	No