Upgrades to Chatswood Public School and Chatswood High School Complaints Register – May 2023

Last updated 1 June 2023

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 ofresponse	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
2 May 2023 **10:19am**	3 May 11:21am 19 May 12:34pm	Email	Perception of insufficient traffic management leading to damage to parked car	SINSW advised there is no requirement for the contractor to provide traffic management on all local roads. The complainant was advised to continue to seek repairs from the subcontractor involved in the incident.	Closed	No
4 April 2023 **9:01am** **13 April** **4:25pm** **18 April** **9:50am & 10:06am**	13 April 3:27pm 18 April 10:14am 24 April 12:31pm	Email Call to SINSW 1300 number Email Email	Construction workers partially blocking driveways	SINSW advised that the contractor regularly communicates with its workers and subcontractors to ensure they are adhering to rules around parking, speed limits, noise, and being generally courteous to local residents.	Closed	No
3 April 2023 **9:59am**	1 May 2023 9:20am	Email	Removal of trees and shade from central	SINSW advised that the project has delivered shaded play space in line with the Educational Facilities and Standards Guidelines (EFSG).	Closed	No

			courtyard at public school			
8 March 2023 **4:29pm**	8 March 5:05pm	Email	Damaged fence	The contractor RCC worked with the property owner to repair the fence.	Closed	No
6 March 2023 **9:16am**	6 March 9:16am	Internal phone call	Injury to student from temporary road signage on Centennial Avenue	SINSW advised the contractor RCC undertook a risk assessment, incident report, immediate make safe, corrective actions. A Safe Work incident has been lodged with no further action following the relocation of the sign to a higher location.	Closed	Yes
1 March 2023 **9:56am** **8 March** **3:24pm**	2 March 1:25pm 8 March 2:54pm	Email	Temporary road signage on Centennial Avenue	SINSW advised the contractor RCC moved the sign to a higher position.	Closed	No
16 February 2023 **9:58am** **20 February 2023** **2:04pm & 4:49pm** **1 March 2023 9:31am** **6 March** **10:12am**	17 February 2023 9:56am 20 February 1:46pm 1 March 8:59am 6 March 9:33am 13 March 12:46pm	Email	Damage to retaining wall	SINSW advised the contractor RCC does not accept liability for the damage to the wall due to the nature of the works being conducted, the distance of the construction zone from the wall and visible evidence of corrosion behind the pavers. Notwithstanding this, the contractor has agreed to reattach the fallen pavers to the retaining wall as a gesture of goodwill.	Closed	No

6 February 2023 **4:41pm** **(NB Original email sent on 12 January at 8:41 am during school holidays shutdown)**	8 February 2023 11:39am	Direct email to the public school	Bark and mulch on footpath	SINSW advised the issue will be resolved when the wall is replaced and new fencing with sleepers across the base is installed on top.	Closed	No
1 February 2023 **9:30am** **3 February 11:31am**	3 February 2023 11:11am 13 February 2:30pm	Direct email to school	Traffic during drop off	SINSW advised that although the major buildings have been handed over, the public school is still under construction. A new construction zone next to the boundary with Centennial Avenue includes a construction loading zone in the road. This allows for the delivery of materials and equipment. Traffic management is in place to ensure safety and to assist in keeping the traffic flowing.	Closed	No
24 January 2023 **11:21am** **5 February 2023** **4:20pm**	24 January 2023 3:57pm 27 January 4:14pm 10 February 2023 9:58am	Email	Noise disturbance from out-of-hours use of basketball court at High School	SINSW advised that additional security measures are being installed as part of ongoing works to prevent trespassing. SINSW provided details of the NSW Department of Education's School Security unit and requested that the complainant report trespassing on the basketball court outside of school hours at the time it is happening so the security unit can attend site.	Closed	No
22 January 2023 **3:58pm**	8 February 2023 1:58pm	Direct email to the schools	Construction workers partially blocking driveways and moving bins	SINSW advised that the contractor regularly communicates with its workers and subcontractors to ensure they are adhering to rules around parking, speed limits, noise, and being generally courteous to local residents. To investigate complaints of this nature, SINSW requested that in the future the complainant contact the SINSW information line as the issue is occurring, so it can investigate if the vehicle relates to construction workers attending the school site or to a local residential construction project.	Closed	No
20 Nov 2022 **4:51pm**	22 Nov 2022 12:52pm	Email	Burst water pipe	RCC discovered the burst water pipe on site early on 21 November and rectified the issue prior to receiving the feedback from the local resident.	Closed	No

20 Oct 2022 **11:10am** **21 Oct 2022** **8:08pm** **27 Oct 2022** **8:21am**	20 Oct 2022 5:18 pm 21 Oct 2022 6:11pm 26 Oct 2022 3:27pm	Email Email 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
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
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 9 July 17 July 21 July 29 July 8 August	5 July 2022 8 July 18 July 22 July 28 July 1 August 3 August 4 August 22 August	Phone call Email Email Email Email Phone call Email Meeting Email	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

5 July 2022 9 July 17 July 21 July 29 July 8 August	5 July 2022 8 July 18 July 22 July 28 July 1 August 3 August 4 August 22 August	Phone call Email Email Email Email Phone call Email Meeting Email	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
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
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 theupgrade. 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
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	Contractor advised that groundwater egress from the retainingwall and muddiness appear to be an existing condition. SINSW advised as part of the project, new stormwater provisions have been installed on-site, and work to connectionto 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. RCC will monitor the wall and reassess at completion of works.	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	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. 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. A minor modification of the perimeter fence adjacent the High School and Charrington Hotel on Centennial Avenue, has been set back as a result.	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	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. RCC undertook an inspection of the wall on 8 December 2021. The cracks were documented and will be monitored on an ongoing basis.	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	Acknowledged receipt on 14 October and advised that the contractor will be contacted to investigate further. 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	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	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. 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.	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