

Curl Curl North Public School Complaints Register

Last updated 19 January 2021

This is a register of complaints received by School Infrastructure NSW about Curl Curl North Public School. 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
21/12/2020	23/12/2020	Letter	Closure of private access gates/fence heights /tree and leaf litter	Phone call on 23/12/2020 to advise that a formal response would be provided in the new year – due to lengthy and detailed response required to address all issues raised in letter. Formal letter addressing concerns sent 15/01/2021.	Closed	No
04/11/2020	04/11/2020	Email	Lights on School sign	Apology. Confirmed that contractor had erroneously extended the sign illumination	Closed	No
03/11/2020	03/11/2020	Email	Concern about confidentiality of sign in data from visitor to school	Phone call – to complainant. Explanation that sign in information was used for Covid 19 tracking and it is a security requirement.	Closed	No
28/08/2020	02/09/2020	Phone	Construction plans	SINSW confirmed Block E is part of the SSDA approved plans.	Closed	No
13/08/2020	14/08/2020	Email	Our of hours noise	The contractor reminded workers to be mindful of neighbours in the daily Toolbox meeting.	Closed	No

NSW Department of Education – School Infrastructure

08/07/2020	08/07/2020 07/08/2020	Email	Out of hours lights	Investigated with the contractor to source appropriate solution to lights.	Closed	No
08/07/2020	08/07/2020	Email	Out of hours work	Complaint relates to an out of hours delivery. Issued an apology to neighbours and ensured out of hours work would not take place.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
24/06/2020	10/06/2020	Email	Digital sign	Submission will be considered as part of the development application process.	Closed	No
26/06/2020	10/06/2020	Email	Use of 5G in the new school	Assured that the department is committed to providing everyone in its schools with a safe and healthy working and learning environment.	Open	No
19/06/2020	19/06/2020	Email	Vibration, noise and lighting	Investigated with the contractor, provided timeframe for such works. Weekend work agreed to start at 8am. Caps placed on lights to reduce impact.	Closed	No
23/02/2020	25/02/2020	Email	Use of wifi in the new school	Assured that the department is committed to providing everyone in its schools with a safe and healthy working and learning environment.	Closed	No
14/01/2020	15/01/2020	Email	Contractor smoking	Provided additional information to the contractors about designated smoking areas.	Closed	No
10/12/2019	12/12/2019	Email	Location of substation	Provided proof of safety and EMF study that was carried out.	Closed	No

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05/07/2019	8/07/2019	Email	Building work exceeding working hours	Investigated and ensured builders would not exceed working hours as per SSD moving forward.	Closed	No
15/05/2019	17/05/2019	Email	Vibration and noise	Investigated with the contractor and agreed to relocate classes during noisy works.	Closed	No
07/05/2019	17/05/2019	Email	Asbestos removal and hoarding	Ensured the resident that asbestos was being removed and contained in accordance to regulation. The hoarding against the classroom was re-engineered.	Closed	No
28/03/2019	29/03/2019	Email	Authorized personnel leaving open	Held meeting with PM to ensure gate was only open during delivery times.	Closed	No
25/02/2019	28/02/2019	Email	Noise and vibration	Investigated with the contractor and agreed to advise principal when noisy works would commence.	Closed	No
14/02/2019	18/02/2019	Email	Lack of parking	Held a meeting with the contractor and ensued they included the "no parking zones" to their toolbox meetings.	Closed	No