

# Darlington Public School - Complaints Register

Last updated 1 November 2023

This is a register of complaints received by School Infrastructure NSW about the Darlington Public School project since the State Significant Development Application was granted (SSDA). A complaints register is a requirement for all SSDA projects.

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
March 2021		None received			N/A	N/A
April 2021		None received			N/A	N/A
May 2021		None received			N/A	N/A
June 2021		None received			N/A	N/A
13 July 2021	13 July 2021	In-person	Out-of-hours works	A resident enquired with on-site workers as to the nature of works occurring out of standard work hours. Workers on-site explained the works, did not note details for follow up, or log with SINSW. A toolbox talk or other training will be provided to project staff and contractors to remind them of approved working hours and consent obligations to seek approval for out-of-hours works, and notify the	Closed	N/A

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				community according to obligations set out in the Community Consultation Strategy.		
August 2021		None received			N/A	N/A
September 2021		None received			N/A	N/A
October 2021		None received			N/A	N/A
November 2021		None received			N/A	N/A
December 2021		None received			N/A	N/A
January 2022		None received			N/A	N/A
February 2022		None received			N/A	N/A
March 2022		None received			N/A	N/A
April 2022		None received			N/A	N/A

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
31 May 2022	20 June 2022	Email	Aesthetics and functionality of the new facilities, slip hazards and new furniture	SINSW confirmed that the recently completed facilities, including furniture, were designed, selected and built in accordance with the Educational Facilities Standards and Guidelines (EFSG). Slip hazards due to wet weather and suitability of new furniture has been reviewed by the project team and the school.	Closed	No
3 June 2022	14 June 2022	Phone/Email	Demolition vibration	SINSW confirmed that demolition related to Stage 2 works has been planned and conducted in accordance with development consent and all management plans including the Construction Noise and Vibration Management Plan.	Closed	No
13 July 2022	18 July 2022	Email	Demolition noise and vibration	SINSW confirmed that demolition related to Stage 2 works is being conducted in accordance with the Construction Noise and Vibration Management Plan, including the machinery being used. Noise monitoring results were within the expected and allowed range.	Closed	No
August 2022		None received			N/A	N/A

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
10 October 2022	10 October 2022	Phone/Email	Stormwater and sediment runoff	SINSW confirmed that following a significant rain event, maintenance was performed on the temporary stormwater and sediment control measures at the construction site. An external consultant has been engaged to review these measures. Works to connect the operational school to the external stormwater network have now been completed.	Closed	Yes
November 2022		None received				
December 2022		None received				
January 2023		None received				
February 2023		None received				
24 March 2023	25 March 2023	Phone	Out of hours work	SINSW confirmed that rectification works were required late in the day to allow continuation of works first thing the following day. These works were outside our approved hours however, the actual works are compliant in terms of approved vibration levels. An out of hours notice was issued to residents on Friday 31 March 2023.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
April 2023		None received				
May 2023		None received				
19 June 2023	19 June 2023	Email	Out of hours works	SINSW advised that there had been no works on site before approved work hours.	Closed	No
July 2023		None received				
August 2023		None received				
September 2023		None received				
October 2023		None received				