

Fort Street Public School Complaints Register

Last updated 19 February 2023

This is a register of complaints received by School Infrastructure NSW about the Fort Street Public School upgrade since the State Significant Development application was granted (SSD-10340). 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
October 2020				No complaints received during October 2020	N/A	N/A
November 2020				No complaints received during November 2020	N/A	N/A
3 December 2020	7 December 2020	Phone	Amenity	Answered questions about planned cycleway diversion and referred to upcoming info session for more detail.	Closed	No
4-23 December 2020	24 December 2020 1 April 2021	Email from 87 community members	Amenity, traffic and safety	Detail provided on most commonly raised questions and concerns. An information pack was shared with the community in March 2021 once feedback was considered and detailed designs had been completed.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
24 December 2020	1 April 2021	Email	Amenity and safety	An information pack was shared with the community in March 2021 once feedback was considered and detailed designs had been completed.	Closed	No
24 December 2020	1 April 2021	Email	Amenity, traffic and safety	An information pack was shared with the community in March 2021 once feedback was considered and detailed designs had been completed.	Closed	No
24 December 2020	1 April 2021	Email	Parking	An information pack was shared with the community in March 2021 once feedback was considered and detailed designs had been completed.	Closed	No
25 December 2020	1 February 2021 1 April 2021	Email	Amenity, traffic and safety	Detail provided on most commonly raised questions and concerns. An information pack was shared with the community in March 2021 once feedback was considered and detailed designs had been completed.	Closed	No

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5 January 2021	1 February 2021 1 April 2021	Email	Amenity, traffic and safety	Detail provided on most commonly raised questions and concerns. An information pack was shared with the community in March 2021 once feedback was considered and detailed designs had been completed.	Closed	No
February 2021		No complaints received during February 2021				
March 2021		No complaints received during March 2021				
April 2021		No complaints received during April 2021				
May 2021		No complaints received during May 2021				
22 June 2021	30 June 2021	Email	Cycle path Hazard	Stakeholder raised concerns regarding a bollard installed at a section of the realigned cycleway. Advised stakeholder that the bollard is installed in accordance with the guidelines for shared paths, and is in place as a traffic calming measure due to the shared nature of the path and proximity to construction site. A gutter will be painted yellow to increase visibility.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
24 June 2021	30 June 2021	Email	Construction vehicle	Stakeholder complained about the route a truck took as it exited site. The project team undertook a number of actions, including reminding all subcontractors of the approved route and issuing a warning letter to the subcontractor responsible for the incident.	Closed	N/A
17 July 2021	2 August 2021	Email	Construction vehicle	Stakeholder complained about a truck using an approved route and parking on a residential street. Project team undertook a number of actions, including reminding the subcontractor of using approved routes.	Closed	N/A
13 August 2021	30 August 2021	Email	Construction vehicle	Stakeholder complained about a truck parking on a residential street with engine idling and the route a truck took as it exited site. The project team undertook a number of actions including re-issuing the required entry and exist routes to the subcontractor.	Closed	N/A
17 August 2021	30 August 2021	Email	Construction vehicle	Stakeholder complained about a truck parking on a residential street with engine idling and the route a truck took as it exited site. The project team undertook a number of actions including re-	Closed	N/A

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				issuing the required entry and exist routes to the subcontractor.		
19 August 2021	19 August 2021	Email and phone	Construction vehicle	Stakeholder complained about a truck parking on a residential street and the route a truck took as it exited the site. The project team undertook a number of actions including adding a relevant agenda item to the weekly sub-contractor forum.	Closed	N/A
6 September 2021	13 September 2021	Email	Construction vehicle	The project team investigated the complaint and were unable to confirm the vehicles were attending the project site. Additional measures were taken to ensure sub-contractor compliance with the Construction Traffic and Pedestrian Management Sub-plan (CTPMSP).	Closed	N/A
6 October 2021	20 October 2021	Email	Construction vehicle	Stakeholder indicated sub-contractor trucks were not taking approved exit routes from site as per the Construction Traffic and Pedestrian Management Sub-plan (CTPMSP). Additional measures were taken to ensure compliance with the CTPMSP.	Closed	N.A

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November 2021		No complaints received during November 2021			Closed	N/A
16 December 2021	17 December 2021	Email	Ausgrid works	The project contractor arranged for the cleaning of the external areas of the property.	Closed	N/A
24 January 2022	10 February 2022	Email	Construction vehicle	The contractor issued a CTPMSP non-conformance notice the relevant sub-contractor.	Closed	N/A
February 2022		No complaints received during February 2022				
March 2022		No complaints received during March 2022				
April 2022		No complaints received during April 2022				

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May 2022						
		No complaints received during May 2022				
June 2022						
		No complaints received during June 2022				
4 July 2022 6 July 2022	6 July 2022 14 July 2022	Email	Pollution and air quality at the FSPS site.	SINSW confirmed an air quality assessment was submitted as part of the SSD application demonstrated that the location of FSPS would provide satisfactory conditions for students and staff. An assessment of potential health effects report confirmed that there is little difference in the air quality at FSPS compared to that of the rest of Sydney and no health concerns that are unique to children attending FSPS due to air quality at the school. The design of the new school considered measures to minimise exposure of staff and students to pollution.	Closed	No
August 2022						
		No complaints received during August 2022				

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September 2022		No complaints received during September 2022				
27 October 2022	27 October 2022	Phone	Lights and noise due to night works	SINSW responded by phone on the day of complaint to acknowledge inconvenience caused and to advise that the residential block would be notified prior to future scheduled night works. A notification for upcoming nightworks was provided over email on 9 November 2022.	Closed	No
23 November 2022	30 November 2022	Email	Bollard on shared pathway	SINSW responded that the bollard and other safety measures were taken following a road safety audit of the shared pathway, to ensure the safety of all users including pedestrians and cyclists. The shared pathway has been certified as being compliant with Transport for NSW guidelines.	Closed	No
10 January 2023	12 January 2023	Email	Signage of shared pathway closure and diversion	SINSW responded that signage related to the closure of the shared pathway and diversion route for cyclists and pedestrians had been updated to provide clarity. No further complaints were received once the signage was changed. Feedback was noted for future closures and diversions.	Closed	No

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17 January 2023	1 February 2023	Email	Signage of shared pathway diversion and cyclists on footpaths	SINSW advised that the feedback was received on the final day of the shared pathway diversion. The feedback will be taken into consideration for future diversions.	Closed	No
February 2023		No complaints received during February 2023				
13 March 2023	14 March 2023	Email	Signage hazard	SINSW advised that the shade cloth on the temporary shared pathway had been re-attached to the fencing.	Closed	No
13 April 2023	21 April 2023	Email	Cyclist diversion signage	SINSW advised that the signage at the corner of Kent St and Argyle St was update on 14 April 2023 to clarify that cyclists should use the road.	Closed	No
10 May 2023	16 May 2023	SINSW website	Driving by contractor on public road	<p>SINSW advised that the contractor had reminded project sub-contractors of their obligations to be safe and considerate in the community.</p> <p>It could not be confirmed that the car and driver referenced in the complaint were part of the Fort Street Public School upgrade project.</p>	Closed	No

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June 2023				No complaints received during June 2023.		
July 2023				No complaints received during July 2023.		
August 2023				No complaints received in August 2023		
4 September 2023	5 September 2023	Email	Timing of re-opening public shared pathway.	SINSW advised that the shared pathway will re-open in late November 2023.	Closed	No
11 September 2023	19 September 2023	Email			Closed	No
19 September 2023	19 September 2023	Email			Closed	No
15 October 2023	19 October 2023	Email	Internal lighting overnight	SINSW advised that night lighting had been limited to security lighting only.	Closed	No

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5 and 7 December 2023	5 and 12 December	Email	Internal lighting overnight	SINSW advised that the issue with internal light timers had been resolved.	Closed	No
8 February 2024	16 February 2024	Email	Overnight lighting	SINSW advised that measures have been taken to resolve issues with internal lights being incorrectly turned on overnight. External lighting is operating correctly as per EFSG.	Closed	No