

Galungara Public School - Complaints Register

Last updated 2 March 2023

This is a register of complaints received by School Infrastructure NSW about the delivery of Galungara Public School (new primary school for Alex Avenue community). 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
14 August 2020	14 August 2020	Phone	Parking, contractor behaviour	The contractor has investigated the matter and has advised that staff, sub-contractors and suppliers will be reminded about appropriate worker behaviour when onsite and to remove any rubbish within the vicinity of the site and surroundings.	Closed	No
9 September 2020	9 September 2020	Phone	Vehicle movements, contractor behaviour	The contractor has investigated the matter and has advised that staff, sub-contractors and suppliers will be reminded about appropriate worker behaviour when onsite and adhere to road rules and speed limits at all times.	Closed	No
October 2020 - No complaints received						

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
5 November 2020	5 November 2020	Email	Vehicle movements, contractor behaviour, rubbish	The contractor has investigated the matter and has advised that staff, sub-contractors and suppliers will be reminded that all staff while on and off-site are required to adhere to the site rules and code conduct. There is zero tolerance to littering or inappropriate behaviour, all deliveries must be in accordance with the approved Traffic Management Plan and road rules and speed limits must be followed at all times. The contractor will also conduct a daily inspection of the street frontage and remove any rubbish. A street sweeper has also been arranged.	Closed	No
December 2020 - No complaints received						
January 2021 - No complaints received						
February 2021 - No complaints received						
March 2021 - No complaints received						
April 2021 - No complaints received						
May 2021 - No complaints received						

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
June 2021 - No complaints received						
July 2021 - No complaints received						
August 2021 - No complaints received						
September 2021 - No complaints received						
October 2021 - No complaints received						
November 2021 - No complaints received						
December 2021 - No complaints received						
January 2022 - No complaints received						
February 2022 - No complaints received						
March 2022 - No complaints received						
April 2022 - No complaints received						

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
May 2022 - No complaints received						
June 2022 - No complaints received						
August 2022 - No complaints received						
September 2022 - No complaints received						
October 2022 - No complaints received						
November 2022 - No complaints received						
December 2022 - No complaints received						
January 2023 - No complaints received						
February 2023 - No complaints received						