

# Glenwood High School Complaints Register

Last updated 1 April 2024

This is a register of complaints received by School Infrastructure NSW about the Glenwood High School upgrade since the State Significant Development application was granted (SSD). 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
March 2024				No complaints received during March 2024.	N/A	No
February 2024				No complaints received during February 2024.	N/A	No
25 January 2024	20 February 2024	Email	The EPA forwarded a complaint about alleged water discharge from the construction site	SINSW has investigated the matter and provided a response to both DPHI and EPA. The matter is closed unless DPHI and/or EPA request any further information.	Closed	No
11 January 2024	19 January 2024	Email	Community member expressed dislike of the new building's design	Provided a response detailing the consultation and opportunities for the community to provide feedback. Construction is complete and design won't change.	Closed	No

## NSW Department of Education – School Infrastructure

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December 2023	No complaints received during December 2023.	N/A	No
November 2023	No complaints received during November 2023.	N/A	No
October 2023	No complaints received during October 2023.	N/A	No
September 2023	No complaints received during September 2023.	N/A	No
August 2023	No complaints received during August 2023.	N/A	No
July 2023	No complaints received during July 2023.	N/A	No
June 2023	No complaints received during June 2023.	N/A	No
May 2023	No complaints received during May 2023.	N/A	No
April 2023	No complaints received during April 2023.	N/A	No
March 2023	No complaints received during March 2023.	N/A	No

## NSW Department of Education – School Infrastructure

18 February 2023	22 February 2023	Email	Adherence to standard working hours  Noise complaint	Responded via email with the Department of Planning and Environment (DPE) advising that only general works were undertaken on 18 February 2023, there were no noisy works activities on the day. The majority of the workforce arrived on site 7.45am and the driveway gate opened 9am for the first delivery.	Closed	No
January 2023			No complaints received during January 2023		N/A	N/A
December 2022			No complaints received during December 2022		N/A	N/A
11 November 2022	16 November 2022	Email	Sediment erosion controls/ water pollution	Responded via email advising that the project team reviewed the environmental controls for the project. A street sweeper will now be used regularly alongside the manual sweeping activities undertaken daily and the contractor will maintain evidence of road cleaning.	Closed	No
October 2022			No complaints received during October 2022			

