

Googong Public School Complaints Register

Last updated 8 January 2024

This is a register of complaints received by School Infrastructure NSW about the new primary school in Googong 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
December 2023	No complaints were received					
November 2023	No complaints were received					
October 2023	No complaints were received					
September 2023	No complaints were received					
31 August 2023	13 September 2023	Email	Location of 2 x school sign locations - illuminated digital pylon	SINSW confirmed the digital pylon sign is installed at the location shown on SSD documentation and hours of use aligned to SSD conditions. It will not be moved.	CLOSED	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
			and school zone.	SINSW referred complaint about the school zone sign to Transport for NSW. Transport for NSW will conduct a site inspection and determine feasibility for sign relocation.		
July 2023	No complaints were received					
June 2023	No complaints were received					
May 2023	No complaints were received					
April 2023	No complaints were received					
March 2023	No complaints were received					
February 2023	No complaints were received					
January 2023	No complaints were received					
5/12/2023	21/12/2023	Email	Construction hours	School Infrastructure NSW (SINSW) has formally advised the contractor they must abide by the project's state significant development application consent conditions.	CLOSED	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				These conditions require works to take place on Saturdays between 8 am and 4 pm.		
21/11/2022	1/12/2022	Email	Workers smoking and littering	School Infrastructure NSW (SINSW) has formally advised the contractor workers must not huddle in groups outside the school's boundary or dispose of cigarette butts in the street.	CLOSED	No
20/11/2022	28/11/2022	Email	Construction noise	School Infrastructure NSW (SINSW) has formally advised the contractor they must abide by the project's state significant development application consent conditions. These conditions allow only non-noisy works to take place on a Sunday.	CLOSED	No
21/11/2022	1/12/2022	Email	Workers smoking and littering	School Infrastructure NSW (SINSW) has formally advised the contractor workers must not huddle in groups outside the school's boundary or dispose of cigarette butts in the street.	CLOSED	No
19/09/2022	26/09/2022	Email	Rubbish & signs	Concern about rubbish near the site and signs making mowing difficult. Responded via email.	CLOSED	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
15/09/2022	23/09/2022	Email	Parking	Concern regarding parking of contractors in Googong Shopping Precinct and surround streets, and safety and business impacts. Responded via email.	CLOSED	No
06/09/2022	28/09/2022	Email	Construction noise	Concern regarding vibrations from jackhammers and other construction noise. Responded via email.	CLOSED	No