

Greystanes Public School Complaints Register

Last updated 19 December 2022

This is a register of complaints received by School Infrastructure NSW about the Greystanes Public School upgrade since the State Significant Development (SSD) application was granted (SSD 8778). 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 2019				No complaints received during December 2019	N/A	N/A
January 2020				No complaints received during January 2020	N/A	N/A
25/02/2020	27/02/2020	Email	Progress	Contractor appointed in early January. Activity to start on site soon.	CLOSED	NO
March 2020				No complaints received during March 2020	N/A	N/A
April 2020				No complaints received during April 2020	N/A	N/A
May 2020				No complaints received during May 2020	N/A	N/A
June 2020				No complaints received during June 2020	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
31/07/2020	31/07/2020	Phone	Noise	Team reminded to be mindful of noise levels.	CLOSED	NO
August 2020				No complaints received during August 2020	N/A	N/A
September 2020				No complaints received during September 2020	N/A	N/A
October 2020				No complaints received during October 2020	N/A	N/A
November 2020				No complaints received during November 2020	N/A	N/A
December 2020				No complaints received during December 2020	N/A	N/A
January 2021				No complaints received during January 2021	N/A	N/A
February 2021				No complaints received during February 2021	N/A	N/A
March 2021				No complaints received during March 2021	N/A	N/A
April 2021				No complaints received during April 2021	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
May 2021				No complaints received during May 2021	N/A	N/A
June 2021				No complaints received during June 2021	N/A	N/A
July 2021				No complaints received during July 2021	N/A	N/A
August 2021				No complaints received during August 2021	N/A	N/A
15 September 2021	Ongoing	Email	Damage to property	Stakeholder complained that project works had caused movement in the retaining walls on their property. The project team engaged an independent engineer to provide a report on the area of concern, which advised that the movement was not caused by works associated with the project. The report was issued to the stakeholder.	Closed	N/A
October 2021				No complaints received during October 2021	N/A	N/A
November 2021				No complaints received during November 2021	N/A	N/A
December 2021				No complaints received during December 2021	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
January 2022				No complaints received during January 2022	N/A	N/A
February 2022				No complaints received during February 2022	N/A	N/A
March 2022				No complaints received during March 2022	N/A	N/A
April 2022				No complaints received during April 2022	N/A	N/A
May 2022				No complaints received during May 2022	N/A	N/A
June 2022				No complaints received during June 2022	N/A	N/A
July 2022				No complaints received during July 2022	N/A	N/A
August 2022				No complaints received during August 2022	N/A	N/A
September 2022				No complaints received during September 2022	N/A	N/A
October 2022				No complaints received during October 2022	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
November 2022				No complaints received during November 2022	N/A	N/A