

Gregory Hills Public School

Complaints Register last updated December 2024

This is a register of complaints received by School Infrastructure NSW about the Gregory Hills Public School upgrade since the State Significant Development (SSD) application was granted. 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
July 2023			No complaints received during July 2023		NA	NA
August 2023			No complaints received during August 2023		NA	NA
September 2023			No complaints received during September 2023		NA	NA
October 2023			No complaints received during October 2023		NA	NA
November 2023			No complaints received during November 2023		NA	NA
December 2023			No complaints received during December 2023		NA	NA
12 January 2024	12 January 2024	Phone call	Graffiti on school banner	Shade cloth banner was taken down on the same day following complaint	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
February 2024			No complaints received during February 2024		NA	NA
March 2024			No complaints received during March 2024		NA	NA
April 2024			No complaints received during April 2024		NA	NA
17 May 2024	31 May 2024	Email	Subcontractor's truck accidentally reversed into a light pole on Wallarah Circuit	Area was barricaded of immediately and made safe. Complaint was responded to as soon as risk mitigation measures were confirmed	Closed	No
June 2024			No complaints recorded in June 2024		NA	NA
July 2024			No complaints recorded in July 2024		NA	NA
August 2024			No complaints recorded in August 2024		NA	NA
September 2024			No complaints recorded in September 2024		NA	NA
October 2024			No complaints recorded in October 2024		NA	NA
November 2024			No complaints recorded in November 2024		NA	NA

Gregory Hills Public School

Complaints Register January 2024

NSW Department of Education – School Infrastructure

This is a register of complaints received by School Infrastructure NSW about the Gregory Hills Public School upgrade since the State Significant Development (SSD) application was granted. 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
SINSW received advice of this complaint on 21 June from Camden Council	SINSW contractor took action to resolve this complaint on 22 June and provided written advice to Camden Council on 26 June of the action taken to resolve the issue.	Resident made complaint directly to Camden Council.	Local resident made complaint directly to Camden Council's compliance team about dust coming from the work site. Once SINSW was informed of this, immediate action was taken by contractor by using a water cart to wet down the building platform, hardstands as well as wetting of pile drilling. The use of a water cart is also in place for ongoing dust suppression.	Camden Council received, managed and resolved this complaint at their preference. They did not provide contact name or details. SINSW Community Engagement team did request the complainant details at the time the complaint was received and also urged the Council staff to refer all complaints and enquiries to the SINSW email address and phone number so the issue could be managed swiftly and directly by SINSW.	Resolved	No

Advice on this neighbour interaction was raised on 30 June 2023 during a project meeting.	NA. - SINSW did not receive the enquiry directly from the resident and was advised by Camden Council compliance team that they were not aware of such a complaint.	SINSW received advice of this interaction on 30 June 2023 during a project meeting. Source of complaint is unknown.	Project team reports that a resident in the surrounding streets of the work taking place alleges that a site worker was parked in a car on the street prior to work hours.	Our contractor investigated internally and could not verify if the complaint was related to one of our workers or workers from one of the neighbouring construction sites. The project team will continue to monitor contractor arrivals onsite and ensure we are compliant with SSD conditions.	Resolved	No
SINSW received advice of this complaint on 12 January 2024	SINSW	Camden Council contacted Gregory Hills Public School (GHPS) on the morning of 12 January 2024. GHPS called SINSW shortly after.	Camden Council reported to Gregory Hills Public School that the banner outside the front of the school had been vandalised with graffiti containing some expletives.	As soon as SINSW was informed of the complaint, immediate action was taken to resolve and the shade cloth banner was removed on the same day.	Resolved	No
SINSW was advised of this complaint received from	31 May 2024	SINSW received advice of this email complaint from Gregory Hills Public	Gregory Hills Public School (GHPS) received an email from a school community member regarding an incident in which a subcontractor's truck accidentally reversed into a light	Our contractor immediately barricaded off the area to make safe and reported to the relevant authorities. SINSW Community Engagement team drafted a response which was sent directly by the school	Resolved	No

the school on 17 May 2024		School (GHPS) on 17 May 2024.	pole just outside of the school boundaries on Wallarah Circuit.	to the enquirer. It highlighted measures that SINSW will take to mitigate another incident in future in conjunction with our contractor. This includes increasing traffic control during high volume deliveries and installing signage along Long Reef Circuit fence line to alert subcontractors of the short term stay parking zone for the school, as well continuing to maintain proactive communications with temporary school staff.		
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