

# Hastings Secondary College upgrade, Port Macquarie Campus

## Complaints Register (SSD 11920082)

Last updated 1 March 2024

This is a register of complaints received by School Infrastructure NSW about the Hastings Secondary College upgrade at Port Macquarie Campus, since the State Significant Development (SSD) application was granted for Port Macquarie Campus Stages 2 and 3. A complaints register is a requirement for all SSD projects.

This is a register for the portion of the upgrade at Port Macquarie Campus that has been classified as a State Significant Development (SSD 11920082) and has been assessed by the Department of Planning and Environment (DPE).

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
January 2022	Nil complaints received					
February 2022	Nil complaints received					
March 2022	Nil complaints received					
27 April 2022	28 April and 3 May 2022	Email to Principal	Noise complaint (generator use out of hours)	Resident was called to discuss the complaint detail and sent an email to follow up advising that a generator is in occasional use on site to power the multipurpose hall due to power line issues and was unfortunately not switched off after community activities on the weekend.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				Contractor advised that the use of generator is only required during approved work hours.		
25 May 2022	27 May	Email to SINSW	Noise complaint (generator use out of hours and trucks reversing)	The multipurpose hall is open as a shared space for community groups to use outside of school hours and unfortunately the generator was not switched off after community activities on Tuesday evening. The contractor installed an acoustic curtain to reduce generator noise until the generator can be removed from site following installation of temporary power line (expected in coming weeks). Vehicle movements taking place in accordance with work hours and development consent.	Closed	No
June 2022	Nil complaints received.					
July 2022	Nil complaints received.					
August 2022	Nil complaints received.					
September 2022	Nil complaints received.					
October 2022	Nil complaints received.					

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
November 2022	Nil complaints received.					
16 December 2022	19 Dec	Phone call to SINSW 1300 number	Light complaint (Bright light from building site pointed across road into neighbouring property)	SINSW requested for the contractor responsible for the light to point it in another direction which will not shine into neighbouring properties. We have informed the community member that the light direction has been changed so it does not direct into the persons apartment.	Closed	No
January 2023	Nil complaints Received					
February 2023	17 March 2023	Email	Construction impact complaint (community member claims vibration from construction has caused property damage)	SINSW provided a summary of the construction activities that were taking place on the date the community member claims the property damage occurred. We informed the community member that the contractor does not believe the work would have caused the damage shown in the images the community provided.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
March 2023	Nil Complaints Received					
April 2023	Nil Complaints Received					
May 2023	Nil Complaints Received					
June 2023	13th June	Email	Construction impact complaint (community member claims vibration from construction has caused property damage)	SINSW provided a summary of the construction activities that were taking place on the date the community member claims the property damage occurred. An independent review took place into the suggested impact and any works that took place, which identified that any property damage was not as a result of works taking place at Hastings Secondary College. A summary of the review was shared highlighting key points from the review.	Closed	No
July 2023	Nil Complaints Received					
August 2023	Nil Complaints Received					
September 2023	Nil Complaints Received					

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
October 2023	Nil Complaints Received					
November 2023	Nil Complaints Received					
December 2023	Nil Complaints Received					
January 2024	Nil Complaints Received					
February 2024	Nil Complaints Received					