

Hastings Secondary College upgrade, Port Macquarie Campus Complaints Register (SSD 11920082)

Last updated 1 April 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 |

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| | | | | 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. | | | | | |

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|-------------------|--------------------------|---------------------------------|--|--|------------------|--------------------------------|
| 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 |

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|-------------------|-------------------------|---------------------|--|---|------------------|--------------------------------|
| 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 | | | | | |

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|-------------------|-------------------------|---------------------|---------------------|----------------|------------------|--------------------------------|
| 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 | | | | | |
| March 2024 | Nil Complaints Received | | | | | |
| April 2024 | Nil Complaints Received | | | | | |