

Inner Sydney High School Complaints Register

Last updated 17 December 2020

This is a register of complaints received by School Infrastructure NSW about Inner Sydney High School. A complaints register is a requirement for all State Significant Development (SSD) projects.

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this Complaint an Emergency
18 November	20 November	Email	Road Plate noise on Chalmers Street	Road plate noise at night. Worked with project team to liaise with TfNSW to change work methodology to move buses away from lane and night works. Notification sent to residents.	Closed	No
17 November	17 November	Email	Road Plate noise on Chalmers Street X 3	Road plate noise at night. Worked with project team to liaise with TfNSW to change work methodology to	Closed	No

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				move buses away from lane and night works. Notification sent to residents.		
12 November	18 November	Email	Road Plate noise on Chalmers Street	Road plate noise at night. Worked with project team to liaise with TfNSW to change work methodology to move buses away from lane and night works. Notification sent to residents.	Closed	No
11 November	12 November	Email	Noise (alarm)	The project team advised that they would identify and mitigate the alarm. Notification send for future planned testing of the alarms	Closed	No
11 November	12 November	Email	Alarm sounding at Inner Sydney High School	The project team advised they would identify and mitigate	Closed	No

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				the alarm. Notification sent for future planned testing of the alarms.		
10 November	10 November	Email	Noise (alarm)	The project team advised that they would identify and mitigate the alarm. Notification sent for future planned testing of the alarms.	Closed	No
17 October	19 October	Email	Noise complaint - outside of scheduled hours (before 7am on Saturdays)	The project team ceased night works and changed work methodology to undertake works during day time hours.	Closed	No
15 October	16 October	Email	Noise complaint during night works	The project team ceased night works and changed work methodology to undertake works	Closed	No

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				during day time hours.		
13 October	13 October	Phone	Complaint regarding external façade lights testing.	The Project Delivery confirmed the external façade lights were undergoing testing by the contractor and these were left on all night. The project team was not aware this was occurring and no notification had been distributed. Future testing involved local strata management and a notification distributed.	Closed	No
13 October	13 October	Email	Complaint regarding external façade lights testing.	The Project Delivery confirmed the external façade lights were undergoing testing by the contractor and these	Closed	No

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				<p>were left on all night. The project team was not aware this was occurring and no notification had been distributed. Future testing involved local strata management and a notification distributed.</p>		
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30 July 2020	10 August 2020	Email	Complaint regarding timer not working on light on site -and the lights had not turned off	The project team advised that the timer was faulty -the lights were manually switched off until a replacement timer	Closed	No

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				was installed. Stakeholder was advised that the new timer had been installed.		
26 June 2020	25 August 2020 02 September 2020	Email	Query from local resident regarding safety of balustrading design on lower levels.	Stakeholder was provided a response from the project and design team confirming safety design standards have been met. Resident has emailed back requiring further information.	Closed	No
11 June 2020	15 June 2020	Email	Noise complaint re Alarm overnight multiple times	Stakeholder was advised the alarm was activating as result of faulty sensor and further investigation revealed a faulty door was activating the alarm. The door was repaired.	Closed	No

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5 June 2020	5 June 2020	Email	Noise complaint re Alarm overnight multiple times over three nights	The alarm issue had arisen as a result of faulty sensors, which the project team has since rectified.	Closed	No
3 June 2020	9 June 2020	Email	Noise complaint re Alarm overnight multiple times	Stakeholder was emailed to advise the source was a faulty sensor that was being resolved.	Closed	No
17 April 2020	22 June 2020	Email	Noise complaints via jackhammers and saw cutting tools	Assured resident that the builder had been notified and they would keep noise to a minimum.	Closed	No
16 April 2020	20 June 2020	Email	Constant construction noise out of work hours	Assured resident that the builder had been notified and they would keep noise to a minimum.	Closed	No
13 April 2020	17 June 2020	Email	Noise from high pitched alarm overnight	Advised resident that investigations revealed a faulty sensor on the alarm	Closed	No

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				which has been rectified.		
12 March 2020	22 March 2020	Email	Loud noise outside working hours	Investigations determined no out of work hours conducted at time of complaint. Other utilities or roads work may have been to blame.	Closed	No
19 December 2019	20 December 2019	Email	Loud noise outside working hours	Assured resident that the builder had been notified and they would keep noise to a minimum while arriving to site.	Closed	No
15 November 2019	22 November 2019	Email	Height of the building was blocking balcony view	Explained that the plans for the build were put out for exhibition and consultation during the planning phase of the project.	Closed	No
21 October 2019	22 October 2019	Email	Lights left on overnight	Assured the resident that the lights would be turned off after dusk	Closed	No
19 July 2019	22 July 2019	Email	Lights left on after hours	Assured the resident that the lights would	Closed	No

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				be turned off after dusk		
2 July 2019	5 July 2019	Email	Lack of access to pathway into Prince Alfred Park	The area being complained about was not part of the construction site and the resident was referred to the City of Sydney for assistance.	Closed	No
1 May 2019	1 May 2019	Phone	Possible contamination concern	Assured resident that there was no known contamination on site.	Closed	No
30 April 2019	6 May 2019	Email	Lack of access to pathway into Prince Alfred Park	The area being complained about was not part of the construction site and the resident was referred to the City of Sydney for assistance.	Closed	No
18 April 2019	19 April 2019	Email	Lack of access to pathway into Prince Alfred Park	The area being complained about was not part of the construction site and the resident was referred to the City of	Closed	No

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17 February 2019	22 February 2019	Email	Loud noise from construction site	Sydney for assistance. Assured the resident that the contractors would do their best to keep noise to a minimum and that we would notify in advance when noisy works was scheduled.	Closed	No
9 January 2019	20 January 2019	Email	Lack of access to Prince Alfred Park from Cleveland Street	The area being complained about was not part of the construction site and the resident was referred to the City of Sydney for assistance.	Closed	No
13 December 2018	21 December 2019	Email	Lack of access to Prince Alfred Park from Cleveland Street	The area being complained about was not part of the construction site and the resident was referred to the City of Sydney for assistance.	Closed	No