

# Kingscliff High School

## Complaints Register - last updated 28 February 2024

This is a register of complaints received by School Infrastructure NSW about the Kingscliff High School upgrade since the State Significant Development application was granted (SSD). 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
January 2022					N/A	N/A
February 2022					N/A	N/A
March 2022					N/A	N/A
April 2022					N/A	N/A
May 2022					N/A	N/A
June 2022					N/A	N/A

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
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
18 November 2022	19 November 2022	Email	Worker incident with school staff	Site worker banned from any SINSW projects; toolbox held with all site personnel on expected behaviour. Raised in the Safety Assurance System.	Closed	No
29 November 2022	30 November 2022	Email	Noise outside of construction hours	Toolbox talk regarding works before 7am with workers on site.	Closed	No
December 2022				No complaints received during December 2022		
January 2023				No complaints received during January 2023		
February 2023				No complaints received during February 2023		

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
March 2023				No complaints received in March 2023		
April 2023				No complaints received in April 2023		
May 2023				No complaints received in May 2023		
June 2023				No complaints received June 2023		
July 2023				No complaints received in July 2023		
August 2023				No complaints received in August 2023		
September 2023				No Complaints received in September 2023		
October 2023				No complaints were received in October 2023		
November 2023				No complaints were received in November 2023		
December 2023				No complaints were received in December 2023		

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
January 2024			No complaints were received in January 2024			
13 February 2024	19 February 2024	Telephone	A resident complained about build up of leaf litter and twigs between site sheds and residents' fences	Build up was cleared	Closed	No
19 February 2024	21 February	Telephone	Resident advised that mulch laid on site had washed into the drain, blocking drainage	Drain was cleared	Closed	No
March 2024			No complaints were received during March 2024			