

Kingscliff High School

Complaints Register - last updated 6 December 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				No complaints received during January 2022	N/A	N/A
February 2022				No complaints received during February 2022	N/A	N/A
March 2022				No complaints received during March 2022	N/A	N/A
April 2022				No complaints received during April 2022	N/A	N/A
May 2022				No complaints received during May 2022	N/A	N/A
June 2022				No complaints received during June 2022	N/A	N/A
July 2022				No complaints received during July 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
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		
March 2023				No complaints received in March 2023		

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
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		
January 2024				No complaints were received in January 2024		

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
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 2024	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			
23 April 2024 29 April 2024	24 April 2024 3 May 2024	Phone / email	A resident advised that they had not received previous notification about public works, and that they did not wish public works to go ahead	Advised when original notification was sent, and that public works were a condition of consent for the Kingscliff HS project	Closed	No
May 2024			No complaints were received in May 2024			
14 June 2024	9 July 2024	Phone	Debris, leaves, weeds, sticks in school drain	The builder has cleared the debris and unblocked the drain. Resident advised that the	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
			behind resident property.	school and Asset Management Unit need to maintain in the future.		
10 July 2024	26 July 2024	Email	Lawn around new footpath left with rocks and uneven	Rocks were removed, lawn levelled and turf to be laid by Monday 29 July weather permitting.	Closed	
August 2024			No complaints were received in August 2024			
September 2024			No complaints were received in September 2024			
October 2024			No complaints were received in October 2024			
November 2024			No complaints were received in November 2024			