

Kingscliff Public School

Complaints Register - last updated 31 March 2024

This is a register of complaints received by School Infrastructure NSW about the Kingscliff Public 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
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
8 November 2022	14 November 2022	Email	Lighting on site	Contractor was asked to turn off any lighting that was not required for safety or security on site and has done so.	Closed	No
December 2022				No complaints received during December 2022	N/A	N/A
January 2023				No complaints received during January 2023	N/A	N/A

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February 2023	16 February 2023	Email	Back fence & Bldg 4 finishes	Explained plans, finishes and final fencing	Closed	No
2 March 2023	6 March 2023	Email	Lighting on site	Lights identified and put on timer to turn off each night	Closed	No
16 March 2023	16 March 2023	Phone	Hoarding on Sutherland St obscuring vision	Spoke to RCC and they moved the hoarding back from the street improving the line of vision for traffic	Closed	No
April 2023				No complaints received during April 2023	N/A	N/A
9 May 2023	15 May 2023	Email	Leaves causing issues with gutters & solar	Spoke to Project Team and AMU. Tree inspection confirmed they are not overhanging the property. AMU manages this. Questioned use of gutter guards and solar installation - due to shade.	Closed	No
1 June 2023	7 June 2023	Email	Acoustic fence	Reinforced that the SSSDA requirements have been established for an acoustic back fence	Closed	No

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16 June 2023	16 June 2023	Email/Phone	Acoustic fence	The local member will be replying as the email was sent direct to his office and SINSW was copied	Closed	No
17 July 2023	20 July 2023	Door knock	Acoustic Fence	Negotiated option to leave fencing as it - applied to DPE	Waiting	No
20 July 2023	20 July	Email	Acoustic Fence	Negotiated with other neighbour a resolution - applied to DPE	Waiting	No
7 August 2023	7 August	Phone	Closure of school	This was from the Murwillumbah Education Office asking for more information on the closure of the school due to the electrical issue. Called daily for three days and forwarded works notifications.	Closed	Yes
10 August 2023	11 August	Phone	Asbestos removal	Parent asking about the safety measures in place for when the older buildings are demolished and the asbestos removed. Assured the parent that SINSW will comply with all WHS regulations and undertake any asbestos works outside of school hours. Advised the parent review the management plans on the SINSW website.	Closed	No

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11 August 2023	11 August	Phone	Concerned about safety onsite	Explained to the parent that no one was in danger on the site and the closure of the school was necessary to solve the issue and get the classrooms working asap. Also explained that there is daily communication coming through the school and the website.	Closed	No
14 August 2023	14 August	Phone	Side fence	Ongoing issue - neighbour told the caller that he was placing his own acoustic fence up. I explained that we had no knowledge and were still awaiting information back from DPE.	Closed	No
15 August 2023	15 August	Phone	No lights in classrooms	Due to generators being used to power the demountable classrooms, the classrooms have no lighting. Explained that this would be rectified asap.	Closed	No
15 August 2023	15 August	Phone	No lights in classrooms and toilet	Explained that toilets would have lights today - 15/8/23 and classrooms asap. There will be no fans in the classrooms as they children will be migrating to the new classrooms in September.	Closed	No
17 August 2023	17 August	Phone	Classroom lights	Explained that the classroom lights would be working by 21 August 2023.	Closed	No

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24 August 2023	1 September	Email	Orient St footpath	Footpath date commencement still with council and all relevant information on the SINSW website. No plans for walking paths through school.	Closed	No
6 to 15 Sept 2023	13 Sept	Email, call Door knock	Acoustic Fence	DPE denied request to have acoustic fence removed. Neighbours were informed. Further emails and calls were received, with fence being completed on 13 September.	Closed	No
15 to 18 Sept 2023	18 Sept 2023	Email/texts Numerous	Lights on late	New lights have been fixed to the end of buildings 3 & 4 and the timer was turning them off at 9pm. This was moved to 7:30pm. Neighbours agreed to 7pm, so the time will be adjusted on 19/9/23	Closed	No
18 Sept 2023	18 Sept 2023	Phone	Lights on late	New lights have been fixed to the end of buildings 3 & 4 and the timer was turning them off at 9pm. This was moved to 7:30pm. A message was left on the complainant's phone.	Closed	No
19 Sept 2023	19 Sept 2023	Email	One light remaining on	Two of the three lights went off at 7:30pm (which will be 7pm from the 19th onward) with one remaining on until 10:30pm. An investigation will	Closed	No

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				be undertaken to see why one light remained on and will be scheduled to 7pm too.		
19 Sept 2023	20 Sept 2023	Text	Lights on late	There was an error with the lighting commissioning which has now been rectified. A sincere apology was offered with an electrician checking the site on the evening of the 20/9 to check the lights go out at 7pm.	Closed	No
25 Sept 2023	28 Sept 2023	Email	Erosion concerns	Erosion at the southern end of Kingscliff Primary School Project team investigating	Closed	No
27 Sept 2023	27 Sept 2023	Phone	Communications	Caller was confused by the two notices that came after each other. SINSW explained work that was occurring	Closed	No
17 October 2023	31 October	Email	Dust concerns	Request for further dust mitigation measures during demolition	Closed	No
1 November 2023	1 November	Phone	Wind blowing dust and possibly asbestos. Vibrations from demolition works	Monitoring shows no exceedances of vibrations. Dust suppression is in place. Contractor advised they do not do dusty work in high winds	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
6 November 2023	8 November	Email	Vibrations from heavy equipment	Advice from project team is that noise and vibration monitoring shows no instances of exceeding limits set by Environmental Management Plan	Closed	No
6 November 2023	14 November	Email	Strong lighting at night, future carbon monoxide pollution at drop off and pick up times	NOTE: This complaint was mistakenly omitted from the register, and added in on 29 February 2024 at the request of the resident concerned	Closed	No
6 November 2023	8 November	Email	Vibrations from heavy equipment and demolition works in September/October. Damage to house from works.	NOTE: This complaint was mistakenly omitted from the register, and added in on 29 February 2024 at the request of the resident concerned Resident was telephoned 8 November and advised there would be an email follow up with more information. Resident followed up as per the below line item dated 8, 9, 23 November.	Closed	No
6 November 2023 16 November 2023	24 November	Email	Vibrations, dust Poor communications	Due to changes in the Communications & Engagement team some complaints were not responded to in a timely manner. Resident was called on 24 November and advised that detailed information would be sent to residents about	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
21 November 2023				works. SINSW was working with the construction team to mitigate impacts on residents		
24 November 2023						
8 November 2023	24 November	Email	Damage to house from vibrations, level of ground at southern end of site,	Due to changes in the Communications & Engagement team some complaints were not responded to in a timely manner. Resident was called on 24 November and advised that detailed information would be sent to residents about works. SINSW was working with the construction team to mitigate impacts on residents	Closed	No
9 November 2023						
23 November 2023			Damage to house from demolition works (NOTE: this aspect of the complaint was accidentally omitted from the report and added on 29 February 2024 at the request of the resident concerned)			
17 November 2023	23 November	Email	Vibrations, damage to house, poor communications	The contractor is monitoring for noise and vibrations and to date there have been no exceedances of allowable limits	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
22 November 2023						
17 November 2023 22 November 2023	23 November	Email	Vibrations, damage to house, poor communications	The contractor is monitoring for noise and vibrations and to date there have been no exceedances of allowable limits	Closed	No
17 November 2023 20 November 2023	Unknown	Email	Vibrations, dust, noise, fencing at school, poor communications	Project Manager spoke directly with resident	Closed	No
24 November 2023	24 November	Email	SINSW not listening, poor communications vibrations, noise, dust, construction methods	<p>Asked resident to take photos of any damage. Advised would speak with the construction team. Advised resident SINSW getting together further detailed information to send out to residents</p> <p>Followed up with further information emailed 7 December. An inspection of the property was carried out.</p>	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
26 November 2023	28 November	Email	Noise, vibrations, dust, damage to house, construction methods	<p>Asked resident to take photos of any damage. Advised would speak with the construction team. Advised resident SINSW getting together further detailed information to send out to residents</p> <p>Followed up with further information emailed 7 December. An inspection of the property was carried out.</p>	Closed	No
26 November 2023	28 November	Email	Vibrations, noise, damage to property	<p>Asked resident to take photos of any damage. Advised would speak with the construction team. Advised resident SINSW getting together further detailed information to send out to residents</p> <p>Followed up with further information emailed 7 December. An inspection of the property was carried out.</p>	Closed	No
27 November 2023	30 November	Email	Vibrations, noise, damage to property, elevation of site	<p>Asked resident to take photos of any damage. Advised would speak with the construction team. Advised resident SINSW getting together further detailed information to send out to residents</p>	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				Followed up with further information emailed 7 December. An inspection of the property was carried out.		
27 November 2023	4 December	Phone	Vibration, poor communication, construction methods	Advised resident S NSW getting together further detailed information to send out to residents Followed up with further information emailed 7 December. An inspection of the property was carried out.	Closed	No
28 November 2023	29 November	Email	Vibration, poor communication, construction methods, elevation of site,	Advised resident SINSW getting together further detailed information to send out to residents Followed up with further information emailed 7 December. An inspection of the property was carried out.	Closed	No
28 November 2023	4 December	Email	Vibration, poor communication damage to properties	Complaint received via local MP. Response sent back to MP	Closed	No
28 November 2023	29 November 30 November	Email	Damage to property, vibrations, dust, poor communications	Asked resident to take photos of any damage. Advised would speak with the construction team. Advised resident SINSW getting together	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				<p>further detailed information to send out to residents</p> <p>Followed up with further information emailed 7 December. An inspection of the property was carried out.</p>		
28 November 2023	30 November	Phone	Noise, vibrations, elevation of southern end of site	<p>Advised resident SINSW getting together further detailed information to send out to residents</p> <p>Followed up with further information emailed 7 December. An inspection of the property was carried out.</p>	Closed	No
29 November 2023	30 November	Email	Damage to property, elevation of southern end of site	<p>Advised resident SINSW getting together further detailed information to send out to residents</p> <p>Followed up with further information emailed 7 December. An inspection of the property was carried out.</p>	Closed	No
29 November 2023	30 November	Email	Damage to property	<p>Asked resident to take photos of any damage. Advised would speak with the construction team. Advised resident SINSW getting together</p>	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				<p>further detailed information to send out to residents</p> <p>Followed up with further information emailed 7 December. An inspection of the property was carried out.</p>		
30 November 2023	30 November	Email	Elevation of southern end of site, dust, vibrations, poor communications	<p>Advised resident SINSW getting together further detailed information to send out to residents</p> <p>Followed up with further information emailed 7 December. An inspection of the property was carried out.</p>	Closed	No
1 December 2023	7 December	Email	Complainant feels their concerns are being sidelined	Information pack emailed 7 December and inspection of property conducted	Closed	No
1 December 2023	1 December	Email	Noise, vibration, dust, damage to home	<p>SINSW telephoned resident to discuss their concerns.</p> <p>Followed up with information pack 7 December and inspection of property conducted</p>	Closed	No

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4 December 2023	12 December	Email	Lighting at night	Lights have been put changed to motion sensor	Closed	No
5 December 2023	7 December	Email	Damage to house. Change in elevation of site	Information pack emailed 7 December. Advised no change in site elevation. Inspection of property conducted	Closed	No
6 December 2023	7 December	Email	Damage to house	Information pack emailed 7 December. Inspection of property conducted	Closed	No
6 December 2023	7 December	Email	Earlier complaint about vibrations and damage not responded to	Further information emailed 7 December. Inspection of property conducted.	Closed	No
6 December 2023	7 December	Email	Vibrations, noise, contractor still using heavy equipment	Information pack emailed 7 December. Project team advised resident of schedule for use of heavy equipment. Inspection of property conducted	Closed	No
7 December 2023	11 December	Email	Damage to house	Information pack emailed 7 December. Inspection of property conducted	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
8 December 2023	8 December	Phone	Vibrations	Advised resident of works program, and emailed information pack	Closed	No
17 December 2023	17 December	Email	Vibrations, dust, damage to house, elevation of site, landscaping	Information pack emailed. Advised that site elevation has not changed. Arranged inspection of property	Closed	No
22 December 2023	9 January	Email	Non receipt of Condition report for property	SINSW returned to work 8 January and sought further information 9 January. Report received by SINSW and forwarded 15 January	Closed	No
8 January 2024	9 January	Email	Lights shining into resident's home	Advised resident shades would be installed on the lights but this could not be done until the end of January	Closed	No
15 January 2024	9 February	Email	No property inspection undertaken at beginning of project means the report does not accurately reflect the impact of work on resident's property	Resident advised that these issues will be addressed once construction has been completed and a post-construction inspection undertaken.	Closed.	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
16 January 2024	22 January	Email	School building overlooking resident's yard. Lack of privacy	See response below	Closed	No
22 January 2024	22 January	Email	Follow on from above seeking a response	Advised resident of communication and engagement with the community prior to finalisation of design. Provided link to detailed plans	Closed	No
23 January 2024	29 January	Email	Tree overhanging property, fallen leaves. Water flowing into property in heavy rain.	Advised resident to contact school directly regarding any maintenance as that part of the project has been handed over. Video provided appears to show water flowing down footpath, which is the responsibility of council. Asked resident to provide any other photos or video showing water coming from the school	Closed	No
23 January 2024	29 January	Email	Has not yet received their condition report for their property	Sent their Property Condition Report	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
24 January 2024	29 January	Email	Privacy concerns and lack of community engagement prior to commencing work	Provided resident with details of the community engagement, and their involvement with it	Closed	No
30 January 2024	2 February	Email	Appearance of school and adjacent street	Advised resident project team would fix fence hoarding. Advised resident that any concerns with mowing of the street should be sent to council.	Closed	No
13 February 2024	26 February	Email	Concern about damage to house done prior to interim Property Inspection being done and querying why inspection was not done earlier. Concern about structural damage to house. Requested information about claims process	Structural inspection completed and report forwarded 26 February. Shows no structural damage. Advised process for making any claims would be provided with final Property Report when construction is complete. Advice on how Pre-Construction inspections were decided had been previously provided.	Closed	No
13 February 2024	28 February	Email	Privacy concerns	Provided resident with design changes made to improve residents' privacy	Closed	No

NSW Department of Education – School Infrastructure

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15 February 2024	26 February	Email	Would like to be involved in design of footpath	Advised that footpath had been designed to council requirements and in discussion with council.	Closed	No
16 February 2024	26 February	Email	Dust	Builders are implementing dust control	Closed	No
22 February 2024 26 February 2024 follow up	29 February	Email	Acoustic fence between southern end of school and residents. Lighting shining into resident windows at night and early morning Concerned about loss of a mature tree on the verge in footpath works	SINSW acknowledged the resident's issue with the acoustic fence and advised that as that part of the project has been completed SINSW is not in a position to address the concern. Advised resident that while SINSW had worked closely with council to minimise the loss of trees during footpath construction, that tree was one of two that needed to be removed. Investigating possible solutions for lighting.	Waiting (lighting solutions only) Other issues closed	No
27 February 2024	7 March 2024 20 March 2024	Email	Lack of consultation with residents about footpath works	The resident who raised this issue also raised other issues listed separately. A response was initially sent 7 March, and a further response with detailed information about the issues raised was provided on 20 March 2024.	Closed	No

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27 February 2024	29 February	Email	Light shining into house early mornings	SINSW proactively approached resident to check that lighting issue had been addressed. Seeking further clarification from resident and investigating possible solutions for lighting.	Waiting	No
28 February 2024	28 February 2024	Email	Error in complaints register online. Resident advised that "work undertaken in September and October 2023 was not in accordance with distances set out in the Construction Environmental Damage Plan"	Complaints Register has been updated for 6 November as identified above. SINSW investigating the issue of compliance	Closed	No
<p>COMPLAINTS ABOVE HAVE BEEN LISTED SEPARATELY REGARDLESS OF THE NUMBER OF TIMES THEY HAVE BEEN RECEIVED FROM THE SAME RESIDENT. THIS GIVES AN INCORRECT PERCEPTION OF HOW MANY INDIVIDUAL COMPLAINTS ARE RECEIVED.</p> <p>COMPLAINTS BELOW ARE GROUPED WHERE THE SAME ISSUE IS REPORTED MULTIPLE TIMES BY THE SAME RESIDENT.</p>						
4, 7, 9, March 2024	7 March 2024	Email	Landscaping around Building 1, privacy for residents	Resident was provided with details of changes made to improve privacy, and link to the	Closed	No

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	20 March 2024			landscaping plan to provide a 'softening' look to building 1 and provide some privacy to residents. Resident was advised we are working with the school to establish whether anything else can be done to soften the look of Building 1 AN email with detailed information about the current work, landscaping and other aspects of the project was sent to the resident on 20 March 2024		
21 March 2024	21 March 2024	Email	Complainant above requested contacts to escalate their concerns about landscaping and privacy	Contact details were provided	Closed	No
25 March 2024	25 March 2024	Phone	Follow on from complaint above re landscaping and privacy	Email was sent to resident with details of trees and mature height included in the landscaping plan	Closed	No
28 March 2024		Email	Escalation of all complaints listed from 4 - 25 March above	As the complaints have now been escalated they are being closed at this level	Closed	No

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11 March 2024	20 March 2024	Phone / email	Resident above followed up their privacy concerns with concerns about traffic around school at drop off/pick up times	An email with detailed information about the current and future work, with likely impacts was sent on 20 March 2024	Closed	No
11 March 2024	26 March 2024	Email	Follow up from previously answered complaint about lack of pre-construction survey	This complaint has been escalated and is being closed at this level	Closed	No
14 March 2024	25 March 2024	Email	Lights left on overnight.	Lights in building 1 have been put on a timer and now turn off at 6pm. This complaint was reported by 2 separate residents. Both were advised of the change to the lighting schedule	Closed	No
20 March 2024	22 March	Email	Landscaping around building 1	Resident was provided with landscaping plans	Closed	No