

# Lindfield Learning Village Complaints Register

Last updated 19 February 2019

This is a register of complaints received by School Infrastructure NSW about the Lindfield Learning Village. 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
19 February	19 February	Phone	Noise	Noise from garbage removal. Contractor told not to access site before 7am.	Closed	No
7 February	8 February	Email	Inadequate notice of works and poor traffic management	Provided clarity around the scope of works (low impact). Review of traffic management to reduce congestion on local roads.	Closed	No
5 February	7 February	Phone	Loud music	Workers reminded of radio volume policy.	Closed	No
3 February	4 February	Email	Light facing into residential area at night	Shroud installed over light and direction of light changed to face down.	Closed	No

## NSW Department of Education – School Infrastructure

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this Complaint an Emergency
16 January	17 January	Phone	Excessive light / night works	Review of night works undertaken with contractor to ensure no lights faces residential buildings moving forward.	Closed	No
16 January	17 January	Phone	Noise	Workers will ensure no loud music is played near residential buildings.	Closed	No
13 Jan 2019	13 Jan 2019	Phone	Noise	Work ceased after noise complaint received.	Closed	No
31 December 2018	31 December 2018	Phone	Dust	Advised that there was no dust generating activities on the day and about dust mitigation measures in place.	Closed	No
12 December 2018	18 December 2018	Email	Traffic	Advised about traffic management during construction.	Closed	No
1 November 2018	9 November 2018	Email	Lack of community engagement	SINSW advised of community engagement to date and offered project briefing.	Closed	No
29 October 2018	29 October 2018	Phone	Vegetation removal	Advised of approvals and bush fire regulation requirements, which required the thinning of trees on site.	Closed	No

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this Complaint an Emergency
15 October 2018	12 November 2018	Email	Consultation	Clarified works undertaken. Offered briefing to individual.	Closed	No