

Schools at the Meadowbank Education and Employment Precinct Complaints Register - Last updated 25 March 2021

This is a register of complaints received by School Infrastructure NSW about the Meadowbank Education Precinct site remediation works. A complaints register is a requirement for all SSDA projects.

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
3 November 2020	3 November 2020	Email	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No
9 November 2020	9 November 2020	SMS	Work hours	Confirmed that weekend work is being carried out within approved extended work hours.	Closed	No
16 November 2020	16 November 2020	SMS	Noise	Confirmed that one diesel crane and two electric cranes are operating on site within noise limits. Advised current activity would be completed by the next afternoon.	Closed	No
17 November 2020	19 November 2020	Email	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No
20 November 2020	20 November 2020	SMS	Traffic management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No

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
20 November 2020	20 November 2020	SMS	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No
23 November 2020	24 November 2020	Email	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No
24 November 2020	24 November 2020	SMS	Work hours	Importance of working within approved construction hours reiterated to contractors.	Closed	No
27 November 2020	27 November 2020	SMS	Work hours	Confirmed that work was continuing beyond approved construction hours for safety reasons and would be completed shortly.	Closed	No
1 December 2020	1 December 2020	SMS	Traffic management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
2 December 2020	2 December 2020	Email	Property access	Investigations confirmed that the trucks blocking a business access were not associated with the Schools project.	Closed	No
2 December 2020	2 December 2020	Email	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No

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8 December 2020	8 December 2020	SMS	Traffic Management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
14 December 2020	14 December 2020	SMS	Traffic Management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
17 December 2020	17 December 2020	SMS	Work hours	Investigations confirmed that machinery was being used before 7am at a nearby industrial site and was not associated with the Schools project.	Closed	No
18 December 2020	18 December 2020	SMS	Traffic Management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
21 December 2020	21 December 2020	SMS	Traffic Management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
5 January 2021	6 January 2021	SMS	Traffic Management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
5 January 2021	13 January 2021	Email	Traffic Management	Confirmed that trucks parked incorrectly were associated with the Schools project. Importance of following traffic management plans reiterated to contractors.	Closed	No

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7 January 2021	8 January 2021	SMS	Traffic Management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
13 January 2021	13 January 2021	Email	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No
13 January 2021	13 January 2021	Email	Traffic Management	Investigations confirmed that the trucks were not associated with the Schools project.	Closed	No
18 January 2021	18 January 2021	SMS	Parking	Confirmed that worker parking is available onsite for 100 workers, and that workers are regularly reminded to use onsite parking.	Closed	No
21 January 2021	22 January 2021	SMS	Noise	Independent testing has confirmed that cranes are operating on site within approved noise levels.	Closed	No
10 February 2021	10 February 2021	Email	Traffic management	Confirmed that a street sweeper was not following correct procedures. Importance of following traffic management plans and authorised routes reiterated to the contractor.	Closed	No
10 February 2021	11 February 2021	SMS	Traffic management	Investigations confirmed that the truck was not associated with the Schools project.	Closed	No

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10 February 2021	11 February 2021	SMS	Work hours	Confirmed that work was continued beyond approved construction hours for safety reasons.	Closed	No
10 February 2021	11 February 2021	Email	Parking	Confirmed that worker parking is available onsite for 100 workers.	Closed	No
18 February 2021	18 February 2021	SMS	Work hours	Confirmed that work was continued beyond approved construction hours for safety reasons.	Closed	No
22 February 2021	22 February 2021	Email	Traffic management	Investigations confirmed that the truck was not associated with the Schools project.	Closed	No
22 February 2021	22 February 2021	Email	Noise	Independent testing has confirmed that cranes are operating on site within approved noise levels.	Closed	No
4 March 2021	4 March 2021	SMS	Traffic management	Investigations confirmed that the truck was not associated with the Schools project.	Closed	No
8 March 2021	19 March 2021	Email	Traffic management	Confirmed that the Traffic Management Plan requires trucks to use Victoria Road, not local roads, to enter and exit the local area.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
10 March 2021	10 March 2021	SMS	Traffic management	Investigations confirmed that the truck was not associated with the Schools project.	Closed	No
10 March 2021	10 March 2021	SMS	Work hours	Confirmed that work continued beyond approved construction hours for safety reasons.	Closed	No
12 March 2021	18 March 2021	SMS / Phone	Noise	Advised that the project is operating within the Conditions of Consent, and noise attenuation measures are not a project requirement.	Closed	No
15 March 2021	18 March 2021	SMS	Traffic management	Investigations confirmed that the truck was not associated with the Schools project.	Closed	No