

Mosman High School upgrade - Complaints register

Last updated: 9 April 2024

This is a register of complaints received by School Infrastructure NSW about Mosman High School since the project's State Significant Development application was approved. 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					
February 2022	Early March	Email	Enquiry about asbestos containing materials within the work zone.	Enquiry about asbestos containing materials within the work zone. This material was removed outside of school hours on Friday 4 February 2022. The work was completed in accordance with the Department of Education's Asbestos Management Plan and SafeWork NSW regulations.	Closed	No

March 2022	No complaints received					
April 2022	No complaints received					
May 2022	No complaints received					
June 2022	No complaints received					
July 2022	No complaints received					
August 2022	No complaints received					

September 2022	No complaints received					
October 2022	No complaints received					
November 2022	No complaints received					
December 2022	No complaints received					
16 January 2023	7 February 2023	Email	Design of the new main building.	The project’s architects carefully considered the existing buildings at the school and prepared a design that is complementary to these buildings.	Closed	No
February 2023	No complaints received					
6 March 2023	15 March 2023	Email	Consultation with the community	School Infrastructure NSW consulted with community in April 2021 prior to the project's State Significant Development application being lodged	Closed	No

				<p>with the Department of Planning and Environment (DPE).</p> <p>We also held a virtual community information session in November 2022 showing the approved plans by DPE, again inviting the community to comment on the approved works.</p> <p>The buildings now being built at the school align with these approved plans.</p>		
27 April 2023	2 May 2023	Email	Colour choice on new Building G's windows	The colour scheme of this building's façade was selected by the architects of the project to align with the existing nearby heritage and floral themes located near the school. This colour scheme was submitted as part of the design strategy in the project's State Significant Development Application which was approved by the NSW Department of Environment and Planning.	Closed	No
19 May 2023	24 May 2023	Email	Concerns over the aesthetic of the new building at the school, and loss of some playspace	<p>The project's architects carefully considered the existing buildings at the school and prepared a design that is complementary to these buildings.</p> <p>One of the features of the new building is much needed extra play space for students including a roof top tennis court and basketball court, and purpose built fitness facilities and large outdoor break spaces.</p>	Closed	No

June 2023	No complaints received					
July 2023	No complaints received					
15 August 2023	Anonymous complaint - no response required	Received through DoE Professional and Ethical Standards team	Concerns about communications to school community over asbestos removal	Works notifications for remediation work were published on 28 June 2023 and 14 August 2023, both are available on the project webpage: https://www.schoolinfrastructure.nsw.gov.au/projects/m/mosman-high-school-upgrade.html#about-project-tab .	Closed	No
11 September 2023	Anonymous complaint - no response required	Received through DoE Feedback and Complaints team	Concerns regarding construction workers carrying out work in PPE too close to students	Safety measures will be in place to ensure there is no risk to students, staff or the local community. This includes A-class hoardings around the construction site and installing air monitors for the duration of the works. Onsite staff completing the removal works will also wear protective clothing such as face masks, coveralls, gloves and footwear. All work will take place in accordance with SafeWork NSW regulations and the NSW Department of Education’s Asbestos Management Plan, and any relevant site-specific management plans. All work	Closed	No

				will be completed by licensed and accredited asbestos contractors, and monitored by occupational hygienists in strict accordance with all applicable legislation, regulations, policies and guidelines.		
30 October 2023	10 November 2023	Email	Concerns over a tree that could possibly be impacted by a proposed pedestrian crossing	<p>SINSW will be delivering a new pedestrian crossing on Gladstone Avenue, under the scope of the state significant development (SSD) application that was approved by the Department of Planning. This crossing was a condition of the SSD conditions of consent. This pedestrian crossing will improve safety for Mosman High School students and the local community, including local road users, which is our highest priority.</p> <p>Mosman Council approved the location of the crossing, and an application to remove the tree that you mention in August 2023, in order to accommodate the new pedestrian crossing. As part of the tree removal application, an Arborist was required to inspect the tree, who came to the conclusion that the tree would not survive the new pedestrian crossing due to encroachment on the roots. It is not a tree of significance, and no biodiversity aspects were required to be considered in the assessment of the tree.</p>	Closed	No

				In light of your concerns, SINSW have met with Mosman Council and we are reviewing the designs of the pedestrian crossing and the tree.		
November 2023	No complaints received					
11 December 2023, 9 January 2024 and 7 and 13, 28 February 2024	14 December 2023, 8, 18 January 2024, 14 February 2024 and 1 March 2024	Email	Concerns over a whistling noise coming from the roof of the new building.	SINSW are organising an acoustic consultant to review the whistling noise that can be heard. Once this has taken place, we will be in a position to advise next steps. Monitors were installed on site on 14 February 2024, there will be more information to share with the community member once the monitors have captured data.	Open	No
1 and 8 February 2024	5 and 20 February 2024	Email and community visit	Request for removal of tar in garage allegedly caused by works associated with the new pedestrian crossing.	SINSW and the contractor inspected the alleged damage and are considering next steps.	Open	No
14 March 2024	20, 21, 22 March and 3 April 2024	Email and community visit	Concerns over a whistling noise and noisy works after 1pm on Saturdays.	The contractor attended the stakeholder's residence on 26 March 2024 and conducted a spot clean of the tar on the driveway.	Open	No

				SINSW and the contractor are carrying out an investigation to determine a course of action for the whistling noise.		
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