

Jerrabomberra High School - Complaints Register

Last updated 1 May 2024

State Significant Development (SSD) projects.

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
April 2024	No complaints received					
March 2024	No complaints received					
5 February 2024	6 February 2024	Email	Lack of shade	SINSW has listened to the feedback and options for a shade structure are being developed. This is currently being scoped and costed, and will be implemented as soon as possible.	Closed	No
January 2024	No complaints received					
December 2023	No complaints received					

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 November 2023	27 November 2023 (from SINSW to MP's office)	Email to the local MP	Dust and noise from construction	School Infrastructure NSW (SINSW) responded to the MP's office and advised the project has many measures for reducing noise and dust. This is independently audited regularly. The most recent audit (November 2023) and all previous audits, found all these measures are in place.	Closed	No
26 October 2023	27 October 2023	Email	Construction vehicle movement during school pick up time and truck parked in no stopping area.	School Infrastructure NSW (SINSW) has advised the contractor to review and manage all vehicle movements within school drop off and pick up times moving forward.	Closed	No
September 2023	No complaints received					
August 2023	No complaints received					
July 2023	No complaints received					

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
June 2023	No complaints received					
May 2023	No complaints received					
April 2023	No complaints received					
March 2023	No complaints received					
February 2023	No complaints received					
January 2023	No complaints received					
December 2022	No complaints received					
15 November 2022	18 November 2022	Phone	Dissatisfaction with level of engagement and number of facilities.	Information session is being held 6 December. Facilities are consistent with the Educational Facilities Standards Guidelines.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
11 October 2022	2 November 2022	Email	Vehicle movements during school pick up and truck parked in no stopping zone	The project has a sediment management plan that controls the height of the stockpile. Runoff is controlled by two sets of sediment control fences around the base of the stockpile.	Closed	No
September 2022	No complaints received					
August 2022	No complaints received					