

# Parramatta West Public School Complaints Register

Last updated 01 February 2021

This is a register of complaints received by School Infrastructure NSW about the Parramatta West 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
June 2020		No complaints received during June 2020			NA	NA
July 2020		No complaints received during July 2020			NA	NA
August 2020		No complaints received during August 2020			NA	NA
8 September 2020	9 September 2020	Email	Litter in and around site	SINSW confirmed crew to undertake daily street sweeping. Tool box talks for the crew also took place about maintaining a clean and tidy site and surrounds. Contractor committed to ensuring these standards are maintained during the work's duration.	Resolved	No
14 October 2020	14 October 2020	Phone call	Large pit/dip hole which needs to be fixed	SINSW confirmed crews will ensure the area is temporarily fixed until it can be permanently fixed by Council's contractors.	Resolved	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
November 2020		No complaints received during November 2020			NA	NA
7 December 2020	8 December 2020	Email	Litter in and around site	<p>Toolbox talk and reminder text messages to all crews working on site about the importance of not littering in Crimea Street, the site and surrounds.</p> <p>Increased focus on cleaning to areas.</p> <p>Additional signage to serve as a reminder not to litter and advise bin locations.</p> <p>SINSW will move to impose penalties for those who are not compliant to these measures.</p>	Closed	No
20 January 2021	21 January 2021	Phone	Fencing along Crimea Street blocking entry to a public park.	SINSW advised the stakeholder that the fencing was part of the external landscaping and footpath works, communicated to residents in the summer works notification. The stakeholder was informed the fencing will be dismantled early February and the park can still be accessed via Railway Street.	Resolved	No