

Picton High School - Complaints Register

Last updated 4 April 2024

This is a register of complaints received by School Infrastructure NSW about the redevelopment at Picton High School. 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
12/03/19	14/03/19	Email	Noise & dust	Responded to resident by phone to discuss concerns. Made commitment to raise issues with project team to ensure considerations are made regarding noise and that dust minimisation measures are enforced.	Closed	No
17/06/19	19/06/19	Email	Parking and access	Liaised with the School Principal to ensure administration staff pass on the appropriate directions to parents regarding pick-ups and drop offs. The School will pass this on via social media and to each parent picking up their child outside of normal drop off and pick up times. Responded to complainant with these directions.	Closed	No
7/08/19	14/08/19	Letter	Temporary school site drainage	Responded to parent informing them of the features of the temporary school. Commitment to check the drainage system under the temporary school for any issues.	Closed	No

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28/08/19	30/08/19	Email	Wonga Road	Responded to complaint from Wollondilly Shire Council to DPIE with an email outlining how safety measures for the project relating to traffic issues are being met as per regulatory requirements.	Closed	No
19/09/19	19/09/19	Email	Parking and access	Following Council and parent feedback about school entry and location of reception, SINSW liaised with the School to arrange for a sign to be placed at the school boundary.	Closed	No
28/10/19	29/10/19	Email	Asbestos management	Responded to a resident's concern about the management of asbestos on the site, advising that a range of safety measures were in place.	Closed	No
13/11/19	13/11/19	Phone	Dust	Complaint was made to NSW EPA about the management of dust on site. We spoke to EPA and explained the mitigation measures in place on site. EPA was satisfied and confirm they would continue to monitor the situation.	Closed	No
19/11/19	20/11/19	Email	Dust and noise	Responded to a complaint about the management of dust on site and noise from heavy vehicles and music. Advised that dust was challenging on the site due to the excessive dry weather and wind, but SINSW is working with the contractor to increase mitigation measures to	Closed	No

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				further minimise impact of dust. Confirmed that the contractor will limit noise and heavy vehicles will not operate outside of approved construction hours.		
20/11/19	20/11/19	Phone	Dust and asbestos management	A school parent was concerned about the risk of asbestos exposure as a result of general dust being generated at the construction site. Spoke to parent and confirmed that any asbestos found on site was bonded and has been managed appropriately with no risk to students or the local community. Advised air monitoring has not recorded any contaminants in the air. Advised that dust was challenging on the site due to the excessive dry weather and wind, but SINSW is working with the contractor to increase mitigation measures to further minimise impact of dust.	Closed	No
21/11/19	21/11/19	Phone	Dust and asbestos management	Local resident was concerned about the excessive dust being generated at the construction site and that it was reaching their property. Advised that dust was challenging on the site due to the excessive dry weather and wind, but SINSW is working with the contractor to increase mitigation measures to further minimise impact of dust. The project team offered to meet with the resident to discuss further.	Closed	No

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Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
2/12/19	5/12/19	Phone	Lack of parking at school	Parent concerned that there is not adequate parking, particularly disabled parking, and suggested that workers are taking up all the car spots so that they were forced to park illegally. The school issued parent a pass to allow them to drop off though the school.	Closed	No
6/12/19	10/12/19	Phone	Dust complaint	Local resident was concerned about the excessive dust being generated at the construction site and that it was reaching their property. Advised of dust suppression measures that will be implemented.	Closed	No
15/01/2020	16/01/2020	Phone	Working hours	Local resident made a complaint regarding works commencing work out of hours, from 6am. SINSW advised that they would speak with the contractor immediately and ensure that works were carried out in agreed working hours moving forward.	Closed	No
22/01/2020	22/01/2020	Email	Dust, noise, working hours and visual impact from construction	Local resident is concerned about the visual, dust and noise impacts of construction. Resident was advised about dust and noise mitigation measures that were being carried out by the project team and that SINSW would follow up again with the project team to see if there was anything else that could be done. A meeting was offered with the project team to discuss visual amenity and privacy.	Closed	No

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10/02/2020	10/02/2020	Email	Dust and asbestos management	Resident advised that the cover on a dirt stockpile on the construction site had become uncovered due to recent storm and enquired if the stockpile contained asbestos. SINSW advised that asbestos management was being carried out within SafeWork NSW and Department of Education guidelines.	Closed	No
10/02/2020	10/02/2020	Phone	Site drainage	Resident advised that water had drained into their property due to unusual amount of rainfall over the weekend. Resident was informed of mitigation measures in place and that the project team would investigate any further measures to avoid reoccurrence.	Closed	No
18/02/2020	21/02/2020	Email	Dust	Local resident was concerned about dust impacts on pool filter and tiles around pool. The contractor arranged for a pool cleaner to clean the pool and a concrete specialist to inspect the resident's tiles. An independent specialist will carry out further tests to determine the cause of concrete discoloration.	Closed	No
7/03/2020	10/03/2020	Email	Asbestos management	Resident was concerned about the management of a dirt stockpile containing contaminated material. Resident was advised that all works had been carried out within SafeWork NSW and Department of Education guidelines.	Closed	No

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
16/03/2020	16/03/2020	SMS	Tower crane	Resident expressed concerns about safety of tower crane in heavy winds. SINSW provided response explaining the movement of the crane as being the safety mechanism of weathervaning. The response also confirmed the crane would not be operational over the resident's property, including not carrying loads over the property.	Closed	No
18/03/2020	18/03/2020	Email	Tower crane	Resident expressed concerns about safety of the tower crane and requested to be provided documentation and further reassurance of the safety of the tower crane. SINSW has provided a response and the relevant documentation, and is waiting on confirmation of the resident's satisfaction.	Closed	No
31/03/2020	09/04/2020	Email	Tower crane	Resident expressed concern about the tower crane operating over his property. SINSW has provided a response to the resident.	Closed	No
05/04/2020	06/04/2020	Email	Site lighting	Resident expressed concern about a new set of lights shining directly into his window throughout the night making it difficult to sleep.	Closed	No
04/05/2020	08/05/2020	Email	Noise	Resident complained about noisy workers talking loudly on site near his property. SINSW followed up with	Closed	No

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				contractor to remind workers to be mindful of excessive noise.		
27/05/2020	29/05/2020	Email	Site accommodation, privacy	<p>Resident complained about the recently installed site accommodation and privacy and aesthetic issues caused by the proximity to his backyard. The resident was also concerned a worker was looking into his backyard from the window of the accommodation.</p> <p>SINSW ensured the windows were fitted with privacy screens and instructed no workers to use the accommodation until this was done. Resident was offered a tour of the site accommodation to confirm that privacy was afforded through the screens.</p>	Closed	No
3/6/2020	5/6/2020	Email	Traffic safety	Resident emailed SINSW with concerns about traffic safety for students at drop off and pick up times. SINSW called the resident and discussed the various issues and re-iterated that trucks should not be operating in the bus bay during these times and the safety measures the project has put in place. Directed the resident to Council for issues raised outside of project scope. Also discussed at PRG with School Operations. Explained upcoming changes to Bus Bay and drop off zones.	Closed	No

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Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
23/6/2020	25/6/2020	Email	Excess water from site	Resident emailed SINSW with concerns that excess water from the site was pooling in his back lawn. Project investigated and cut a concrete path on site to reduce flow of water during periods of wet weather. Resident was informed of this action.	Closed	No
23/6/2020	25/6/2020	Email	Traffic safety	Resident emailed SINSW with concerns about difficulty of turning from a nearby street due to cars parked on Argyle Street. The resident believes these cars belong to workers from the site. The resident was informed that workers have a designated parking area and are regularly reminded to park there. It is difficult to tell who owns the parked cars, and they are parked legally. Contractor reiterating to contractors RE designated parking zones.	Closed	No
7/7/2020	8/7/2020	Email	Lighting from site	Resident complained that lighting from site accommodation is waking him as early as 5:30am each day. The project is organising a meeting with the resident to address this issue.	Closed	No
26/8/2020	27/8/2020	Phone	Traffic safety	Resident called SINSW with the concern regarding Argyle Rd and Coachwood Crs. The resident lives on Coachwood Crs and faces difficulty trying to turn into Argyle St as she cannot see oncoming traffic with cars all parked along the road. The resident feels that by installing a roundabout at this intersection would improve safety and	Closed	No

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				<p>visibility. SINSW advised that this did not fall within the scope of the project.</p> <p>Resident advised she would raise the issue with Council.</p>		
28/8/2020	28/8/2020	Phone	Traffic Safety	<p>Coachwood Cr resident called to say that a new 'no standing' zone has been installed by Council on Argyle Road - to assist with residents with visibility when turning out of Woods crescent on Argyle St.</p> <p>Resident was concerned that tradesmen were parking in this 'no standing' zone. SINSW advised that the contractor would addit to their toolbox talk to let the team know that this is now a 'no standing' zone and to park in the appropriate areas.</p>	Closed	No
14/9/2020	15/9/2020	Phone	Privacy	<p>Coachwood Cr resident wanted to discuss options as advised has lost privacy in backyard due to the construction of new buildings. Prior to the development there were only a few windows overlooking however now it is a lot worse. Resident would like to see about possibly planting trees as a privacy screen behind fence or other options that may help.</p>	Closed	No

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				SINSW spoke with resident on two occasions to discuss the issue. A revised Landscaping Plan will be provided in coming weeks to address the issue.		
15/9/2020	16/9/2020	Phone	Design and privacy	<p>Coachwood Cr resident advised was concerned that the new building behind back fence was not exactly what was visualised on schematic design and discussed earlier in the project. Wanted to understand the design better and address privacy concerns.</p> <p>Design maps and drawings provided and answers to residents' questions. Trees have been planted to assist with privacy issues.</p>	Closed	No
16/9/2020	16/09/2020	Phone and email	Noise and privacy	<p>Resident from Coachwood Crescent called RE concerns of contractors being noisy at 6:45 as they start on site and walk down the path to the site accommodation. Also asked when the fence screening will be erected along the fence line to the site accommodation.</p> <p>Spoke with resident and advised contractors would be addressed at toolbox talks. Fence screening now also installed to provide privacy to their back yard from the workers.</p>	Closed	No

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
4/11/2020	4/11/2020	Phone	Rubbish and Signage	<p>Coachwood Cr resident advised banana peel and soft drink container being discarded over fence and that 'Keep Quiet' signs have faded.</p> <p>Signage was inspected and privacy screens attached to fence line bordering the property and works site. Toolbox talks noted being respectful to neighbouring properties, the correct disposal of waste in bins and being mindful of noise when approaching and entering the site accommodation.</p>	Closed	No
19/01/2021	19/01/2021	Email	Noise	<p>Resident advised noise from new generator at site office creating disturbance.</p> <p>Advised that contractors would implement noise dampening where and when possible.</p>	Closed	No

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
08/02/2021	10/02/2021	Email	Hours of works	<p>Resident advised not happy with the hours of work being weekday and weekend.</p> <p>Advised that as per notification issued, weekend work hours have changed in line with the NSW Environmental Planning and Assessment (COVID -19 Development - Construction Work Days) Order 2020.</p>	Closed	No
22/02/2021	24/02/2021	Email	Water in yard	<p>Resident advised water in yard after rain.</p> <p>SINSW visited the resident to discuss their concerns and show them the independent engineer's report for the site.</p>	Closed	No

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
26/02/2021	02/03/2021	Email and face to face	Works on Argyle Street	Residents requesting clarification on road works. SI advised that road works had approval of both Council and TfNSW.	Closed	No
03/03/2021	05/03/2021	Email	Dirt piles	Resident inquired as to removal of dirt piles. SI advised dirt piles would be removed in accordance with work procedures.	Closed	No

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
03/03/2021	05/03/2021	Email	Bright lights from new buildings	<p>Resident inquired about lights on at night in new buildings.</p> <p>SI advised the lights were being commissioned and tested and were intended for future use during school hours, confirmed that security lighting was in place.</p>	Closed	No
10/03/2021	11/03/2021	Email and face to face	New turf	<p>Resident provided feedback on cutting and mowing of new turf.</p> <p>SI advised that the turf was newly laid and required time to take prior to mowing occurring.</p>	Closed	No

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
22/3/2021	23/03/2021	Email and face to face	Water in yard	<p>Resident was concerned at water in yard emailed and visited contractor on site.</p> <p>SINSW investigated and advised that severe weather event during the period was contributing to water and not site specific related.</p>	Closed	No
25/03/2021	25/03/2021	Phone call	<p>Bollards in place for road works</p> <p>Contractor parking on residential streets</p>	<p>Motorist complaint that bollards were blocking access to a road. Additionally, contractors should park on site.</p> <p>Advised that bollards had been installed to allow the set up for road works to occur later that day.</p> <p>Works had been advised to local residents via letterbox and VMS was in place on main road. Contractor was reminded of staff parking arrangements and information included in toolbox talks.</p>	Closed	No

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
30/03/2021	30/03/2021	Email	Water in yard and dirt	Resident advised water in yard and dirt residue. Contractor assisted with gurney clean at completion of works.	Closed	No
08/04/2021	22/04/2021	Email and face to face	Request for contractor to view ceiling condition	Resident advised damage to property requesting contractor to inspect. SINSW emailed summarising next steps to further investigate damage claim. No response provided to damage claim.	Closed	No

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
24/05/2021	27/05/2021	Email and call	Privacy screening request	Resident advised would like privacy screening installed. SINSW advised after multiple exchanges that treatment of the immediate vicinity would be investigated directly through Picton High School.	Closed	No
07/06/2021	07/06/2021	Email	Water in yard	Resident advised water is coming into their yard. Contractor visited the resident and advised that they arranged for the School's irrigation system to be adjusted.	Closed	No
30/06/2021	01/07/2021	Email and phone call	Damage to fence	Resident requested repair to damaged fence. SINSW addressed the issue with the contractor and a solution was implemented.	Closed	No

Date of complaint	Date of response	Method of complainant	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
06/07/2021	06/07/2021	Phone call	Bright lights shining into house	<p>Resident advised SINSW that bright lights are shining into his bedroom.</p> <p>SINSW informed resident that the project team have implemented a solution.</p>	Closed	No
11/03/2022	14/03/2022	Email	Water run off from school	<p>Resident advised of water runoff from Picton High School that had flowed into his yard.</p> <p>SINSW engaged a specialist consultant to review the stormwater system and, following the consultant's report, advised the resident that the system was found to be compliant and operating as intended. Additionally, the laneway adjacent to the resident's house is an easement that existed prior to construction work at Picton High School.</p>	Closed	No
29/03/2022	29/03/2022	Email	Privacy concern	<p>Resident concern about privacy screening option not being installed referred to SINSW by the NSW Ombudsman.</p> <p>SINSW informed resident that, as per correspondence from Picton High School on 11 March 2022, the school will plant trees once the landscaping works are completed.</p> <p>Landscaping works will need to be completed through Picton High School's insurance due to the damage caused by the extreme weather.</p>	Open	No

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07/04/2022	08/04/2022	Phone call	Water runoff from school	<p>Resident advised that water runoff from the school was flooding his driveway.</p> <p>SINSW noted that an evacuation warning had been issued for parts of Picton at the time due to the significant rainfall received in the area.</p> <p>SINSW arranged for sandbags to be installed to divert water away from the area and informed the resident.</p>	Closed	No
27/04/2022	28/04/2022	Phone call	Damage to fence	<p>Resident advised of issues with his fence which they believe was caused by the landscaping works for the school redevelopment.</p> <p>SINSW addressed the issue with the contractor and a solution was implemented.</p>	Closed	No
20/09/22	21/09/2022	Email	Water through yard	<p>Resident emailed to say water has been flowing through his yard.</p> <p>SINSW met with the resident at their residence to assess and advised that mitigation measures to prevent water flow are being explored.</p>	Open	No
October 2022			No complaints received during October 2022		N/A	N/A

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November 2022	No complaints received during November 2022	N/A	N/A
December 2022	No complaints received during December 2022	N/A	N/A
January 2023	No complaints received during January 2023	N/A	N/A
February 2023	No complaints received during February 2023	N/A	N/A
March 2023	No complaints received during March 2023	N/A	N/A

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April 2023	No complaints received during April 2023	N/A	N/A`
May 2023	No complaints received during May 2023	N/A	N/A
June 2023	No complaints received during June 2023	N/A	N/A
July 2023	No complaints received during July 2023	N/A	N/A
August 2023	No complaints received during August 2023	N/A	N/A

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September 2023	No complaints received during September 2023	N/A	N/A
October 2023	No complaints received during October 2023	N/A	N/A
November 2023	No complaints received during November 2023	N/A	N/A
December 2023	No complaints received during December 2023	N/A	N/A
January 2024	No complaints received during January 2024	N/A	N/A

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February 2024	No complaints received during February 2024	N/A	N/A
March 2024	No complaints received during March 2024	N/A	N/A