

Centre of Excellence in Agricultural Education Complaints Register

Last updated 31 May 2024

This is a register of complaints received by School Infrastructure NSW about the new Centre of Excellence in Agricultural High School 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
29 May	4 June	Email	Lack of information about the new location for the school	Response was provided that when a decision had been made about the new location the community would be told	Closed	No
April 2024		There were no complaints received during April 2024			NA	NA
1 March 2024	7 March 2024	Email	Timeline for construction	A response was provided that timelines wouldn't be known until after a contractor had been appointed	Closed	No
26 February 2024	27 February	Email	Poor communication with the school community	SINSW acknowledged the issue and advised that when we have more information to share we will	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
21 February 2024	26 February 2024	Email	Follow up from parent about status of the project and barriers to commencement. Seeking clarification and a timeline	A response was provided that timelines wouldn't be known until after a contractor had been appointed	Closed	No
21 February 2024	26 February 2024	Email	Diesel generator emitting smoke	Advised that the generator had been attended to and is a temporary installation only	Closed	No
15 February 2024	19 February 2024	Email	A parent requested an update on the status of the school and expressed concern about the lack of progress or information	A response was provided that SI NSW is working on an alternative plan for the school.	Closed	No
13 February 2024	With Deputy Premier	Email	A parent wrote to the Deputy Premier, cc School Infrastructure requesting an update on the status of the school and expressed concern about the lack of information	Email is with the Deputy Premier for response	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
13 February 2024	19 February 2024	Email	A student requested follow up information about construction timelines	A response was provided that timelines wouldn't be known until after a contractor had been appointed	Closed	No
13 February 2024	13 February 2024	Email	2 parents requested an update on the status of the school and expressed concern about the lack of progress or information	A response was provided that SI NSW is working on an alternative plan for the school.	Closed	No
12 February 2024	13 February 2024	Email	1 student and 1 potential student requested an update on the status of the school and expressed concern about the lack of progress or information	A response was provided that SI NSW is working on an alternative plan for the school.	Closed	No
12 February 2024	12 February 2024	Email	3 parents requested an update on the status of the school and expressed concern about the lack of progress or information	A response was provided that SI NSW is working on an alternative plan for the school.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
11 February 2024	12 February 2023	Email	1 parent and 1 student requested an update on the status of the school and expressed concern about the lack of progress or information	A response was provided that SI NSW is working on an alternative plan for the school.	Closed	No
6 January 2024	18 January 2024	Email	Parent requested an update on the status of the school and expressed concern that installation of demountable buildings would slow the progress of the school building	A response was provided that SI NSW is working on an alternative plan for the school.	Closed	No
12 December 2023	20 December 2023	Email	Parent requested an update on the status of the school	A response was provided that SI NSW is working on an alternative plan for the school. A notification about installation of demountable buildings was sent out via the school	Closed	No
November 2023	21 November 2023	Email	A parent wrote to the Chief Executive requesting information about the	The Chief Executive responded that SINSW is working on an alternative plan for the school and further information would be provided when it is available	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
			status of the Centre Project			
16 November 2023	21 November 2023	Phone Email	A parent requested information about the status of the Centre project	A response was provided that additional communications had been sent by the Chief Executive, and that further information would be provided when it was available	Closed	No
October 2023			No complaints were received in October 2023			
September			No complaints were received in September 2023			
23/08/2023	03/09/2023	Email	Parent asked for information about status of the Centre project	A response was provided that SINSW is working towards an outcome for the CoE and a fuller response will be provided when information is available	Closed	No
31/07/2023	08/08/2023	Email	Lack of communication. Concern about their child's education	An interim response was sent 31/7. On 8/8 telephone advice was provided about the project, with advice that a project update will be sent out to parents	Closed	No
June 2023			No complaints received during June 2023			

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
10/05/2023	18/05/2023	Email	Request information on new site location and associated statutory approvals process and temporary school facilities.	An interim response was sent on 18 May with final advise pending.	Open	No
28/04/2023	18/05/2023	Email	Request information on timeline and site location.	An interim response was sent via email on 28 April March and final advise provided on 18 May via email informing stakeholder that we are unable to provide a timeline as we are continuing to work with the University of Western Sydney in identifying an alternative site for the school within the university campus. Once an alternative site is found, we will provide more details.	Closed	No
18/04/2023	28/04/2023	Email	Request information on timeline and site location.	An interim response was sent on 28 April with final advise pending.	Closed	No
17/03/2023	17/04/2023	Email	Request construction status.	An interim response was sent via email on 20 March and final advise provided on 17 April via email informing stakeholder that identification for an alternative site is underway after tests have determined that PFAS levels on the current site cannot be	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
				practically remediated for the facilities required of an agricultural school.		
01/03/2023	17/04/2023	Email	Request construction status.	An interim response was sent via email on 3 March and final advice provided on 17 April via email informing stakeholder that identification for an alternative site is underway after tests have determined that PFAS levels on the current site cannot be practically remediated for the facilities required of an agricultural school.	Closed	No
February 2023			No complaints received during March 2022		N/A	N/A
January 2023			No complaints received during March 2022		N/A	N/A
December 2022			No complaints received during March 2022		N/A	N/A
November 2022			No complaints received during March 2022		N/A	N/A
October 2022			No complaints received during March 2022		N/A	N/A
September 2022			No complaints received during March 2022		N/A	N/A

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
August 2022				No complaints received during March 2022	N/A	N/A
July 2022				No complaints received during March 2022	N/A	N/A
June 2022				No complaints received during March 2022	N/A	N/A
May 2022				No complaints received during March 2022	N/A	N/A
April 2022				No complaints received during March 2022	N/A	N/A
March 2022				No complaints received during March 2022	N/A	N/A