

New primary school at Smalls Road Complaints Register

Last updated 12 February 2020

This is a register of complaints received by School Infrastructure NSW about the new primary school for Smalls Road. A complaints register is a requirement for all 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
23 July 2019	2 August 2019	Letter to local MP	Traffic	Workers reminded to use dedicated parking areas within the site.	Closed	No
16 September 2019	18 September 2019	Department of Planning, Industry and Environment	Vibration, noise and dust	Controls are in place to reduce dust and noise. Vibration Monitoring will be implemented if future works are required near neighbours.	Closed	No
28 October 2019	1 November 2019	Email	Access, traffic	Traffic management revised and workers reminded of access requirements	Closed	No
29 October 2019	1 November 2019	Email	Tree clearing, amenity access	Tree removal determined necessary to perform work and Council approval granted. Access to local park will be maintained outside school hours.	Closed	No

NSW Department of Education – School Infrastructure

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8 November 2019	12 November 2019	Email	Traffic management	SINSW will seek to have traffic management be in place at all times during construction hours.	Closed	No
15 November 2019	5 December 2019	Letter to local MP	Traffic, safety	<p>The traffic management plan has been updated following discussions with Council to include further signage along Smalls Road and an additional detour to the roundabout at the Northern end of Smalls Road, rerouting traffic along Watts Road.</p> <p>The Contractor is utilising full time traffic controllers during construction hours.</p>	Closed	No
15 November 2019	5 December 2019	Letter to local MP	Design, tree clearing, high school	<p>The colour range was the subject of extensive project and peer review.</p> <p>Tree removal determined necessary to perform work and Council approval granted.</p>	Closed	No
18 November 2019	9 December	Email	Vibration	Additional information requested	Closed	No
14 January 2020	20 January 2020	Email	Road work	Roadworks undertaken in coordination with City of Ryde Council and Roads and Maritime Services (RMS). Works were fully designed to meet RMS specification.	Closed	No

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20 January 2020	11 February 2020	Email	Vegetation	Options are being assessed in line with the current weather and water restrictions to ensure any vegetation has the best chance of survival.	Closed	No
3 February 2020		Letter to local MP	Visual impact	(Response being prepared)	Open	No