

Wee Waa High School Complaints Register

Last updated 30 November 2024

This is a register of complaints received by School Infrastructure NSW about the Wee Waa High School redevelopment since the State Significant Development application SSD-21854025 was granted by the Department of Planning and Environment. 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
8 December 2022	14 December 2022	Telephone/ Email	Fence and boundary.	Met with stakeholder then provided follow up correspondence confirming fence and boundary location.	Closed	No
19 December 2022	22 December 2022	Email	Follow on from matters 8 December 2023 regarding access, acoustic, fence, security.	Provided requested detail and directed to view management plans and SSD EIS documentation published on project webpage.	Closed	No
11 January 2023	20 January 2023	email	Noise	Provided response to confirm the noise monitoring equipment has been installed and relevant reports.	Closed	No
2 February 2023	12 February 2023	Email	Noise	Provided response to stakeholder with requested information relating to noise monitoring levels.	Closed	no

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7 March 2023	17 March 2023	Email	Fencing	Provided response with information requested regarding the planning elements of the project.	Closed	No
April 2023	NA	NA	NA	NA	NA	NA
May 2023	NA	NA	NA	NA	NA	NA
June 2023	NA	NA	NA	NA	NA	NA
July 2023	NA	NA	NA	NA	NA	NA
31 July 2023	14 August 2023	Email	Damage to fence by contractor	Complaint received about damage to neighbours' fence by building contractor. Site inspection was done and building contractor confirmed that this was correct, and fence will be fixed. Neighbour notified.	Closed	no
September 2023	NA	NA	NA	NA	NA	NA

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October 2023	26/10/2023	Phone Call to Narrabri Shire Council	Noise and work hours	Complaint received via Council on Monday 16 October 2023 by a community member residing on Charles Street Wee Waa. Complaint was in relation to works starting before 8 am and ongoing plant and truck noise generated along Charles Street even whist equipment was not in use. SINSW contacted the resident and assured them that any trucks or plant will be turned off when not in use and it's safe to do so. Reaffirmed approved construction hours.	Closed	No
20 November 2023	23 November 2023	Phone call	Loss of internet connection due to construction works	Complaint received by telephone to advise SINSW that the internet to a surrounding property was down and it was believed to be due to construction work. Construction contractor confirmed that work completed along that property was not near any internet and telecommunication infrastructure. Complainant was advised of this, and explanation was accepted.	Closed	No
December 2023	NA	NA	NA	No Complaints received in December 2023	NA	NA
January 2024	NA	NA	NA	No Complaints received in January 2024	NA	NA

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6 February 2024	19 February 2024	Phone call	Neighbour concerned of increase glare from the sun glare due to reflection from school's windows and galvanised finishes.	The department will address these issues once the project is completed. We will review options for rooftop plant and the windows causing concern.	Closed	No
March 2024	NA	NA	NA	No Complaints received in March 2024	NA	NA
22 April 2024	24 May 2024	Telephone	Phone call received from local government regarding a complaint received from a neighbour regarding lack of signing and encroachment into pedestrian area.	Building contractor contacted and issue raised, and this was rectified by the contractors conducting these works. This was communicated back to council via telephone.	Closed	No
18 April 2024	5 May 2024	Email	Neighbour concerned that fence was damaged due to works along the boundary.	Meeting held and fence assessed in comparison with dilapidation report. Findings from assessment communicated with the neighbour and complaint closed.	Closed	No

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
29 May 2024	7 June 2024	Email	Neighbour concerned of light spillage from site and damage to house due to vibration works.	Meeting held with neighbour to explain the levels of vibration and dilapidation process post construction. Light spillage complaint was followed up with building contractor and rectified. Neighbour was informed in person and by email.	Closed	NO
July 2024	NA	NA	NA	No complaints received in July	NA	NA
26 August 2024	3 September 2024	Email	Neighbour concerned about upkeep of the area between the school fence and the neighbours fence,	SINSW confirmed that this area will be maintained by the Department of Education once the building contractor finishes on site.	Closed	NO
September 2024	NA	NA	NA	No complaints received in September	Closed	NA
October 2024	NA	NA	NA	No complaints received in October	Closed	No
23 November	4 December	Email	Neighbor concerned about damage to property	SINSW Confirmed that they are investigating and will be working with building contractor to address the claim.	Ongoing	NO

