

Wentworth Point High School Complaints Register

Last updated 31 August 2024

This is a register of complaints received by School Infrastructure NSW about the Wentworth Point High school project since the State Significant Development application was granted (SSD 11802230). 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
October 2022				No complaints received during October 2022	N/A	N/A
November 2022				No complaints received during November 2022	N/A	N/A
December 2022 09/12/2022	09/12/2022	Email	Noise after hours	Responded via email. Confirmed the noise was from the removal of a pile rig after hours as per the Works Notification issued 17 November 2022. Resident added to digital mailing list for future notifications.	CLOSED	NO
January 2023				No complaints received during January 2023	N/A	N/A
February 2023 24/02/2023	27/02/2023 02/03/2023 09/03/2023	Email	Constant noise from generator	Responded via email. Confirmed noise was from the generator powering the aviation lights of the crane which is a mandatory requirement and cannot be switched off. Noise monitors found it is within acceptable tolerance levels but temporary sound barriers have since been installed to reduce noise until the site has working mains power to power the crane (estimated May 2023).	CLOSED	NO
March 2023				No complaints received during March 2023	N/A	N/A

NSW Department of Education – School Infrastructure

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 16/07/2023	17/07/2023 26/07/2023 27/07/2023	Email	Construction work occurring on the weekend	Responded via email and in person. On the weekend of 15-16 July workers attended site to undertake critical high-risk work to the temporary structure (jump-form) around the northern lift shaft and make the site safe again for works to continue on Monday morning. Removal of jump-forms require large exclusion zones on site which have a significant impact on other works so take place on Saturdays. The work was not complete Saturday so continued Sunday. This was unexpected and we were unable to notify in advance. A retrospective notice and apology was issued for the works and notice of upcoming weekend works to remove the second jump form. SINSW will continue to notify unexpected works ahead of time or as soon as practical after. Residents have been advised to contact us with any further concerns.	CLOSED	NO
August 2023 15/08/2023	15/08/2023 16/08/2023 17/08/2023 18/08/2023	Email & Phone call	High school road works impacting use of two short term parking spaces	Responded via phone call and email. Two parking spaces on Burroway Road, adjacent Wentworth Point Public School were utilised to implement the Traffic Management Plan for Wentworth Point new high school Sydney Water works. In consideration of the community and maintaining safety, the contractor re-instated community use of one short term parking spot for the duration of the works. A works notification including the change was issued to the community by print and digital distribution.	CLOSED	NO
September 2023	No complaints received during September 2023			N/A	N/A	
October 2023	No complaints received during October 2023			N/A	N/A	

NSW Department of Education – School Infrastructure

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	
February 2024	No complaints received during February 2024			N/A	N/A	
March 2024	No complaints received during March 2024			N/A	N/A	
April 2024	No complaints received during April 2024			N/A	N/A	
May 2024	No complaints received during May 2024			N/A	N/A	
June 2024	No complaints received during June 2024			N/A	N/A	
July/Aug 2024 24/07/2024	24/07/24 25/07/24 27/05/24 02/08/24	Email	Air conditioner noise starting in early morning.	Responded via email to get more information about the concern. Contractor have investigated. Previously, the condensers were programmed for an early start-up to pre-heat the coils before the school starts, enabling instant response in the rooms. This has now been adjusted to a softer start which is a lot quieter.	COMPLETE	NO