Wentworth Point High School Complaints Register

Last updated 3 September 2026

This is a register of complaints received by School Infrastructure 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	SI 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

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. SI 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

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/August 2024 24/07/2024	24/07/2024 25/07/2024 27/05/2024 02/08/2024	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.	CLOSED	NO
September 2024		No complaints received during September 2024			N/A	N/A

October 2024 14/10/2024	14/10/2024 16/10/2024 22/10/2024 25/10/2024 1/11/2024 8/11/2024 12/11/2024	Email	Air conditioner noise during the night	Responded via email. The contractor determined that the noise was a result of a manufacturing issue with the air conditioning condensers. A technician attended site to identify the issue on 12/11/24 and has rectified the issue causing the condenser to remain on outside of the scheduled hours.	CLOSED	NO
November 2024		No complaints received during November 2024			N/A	N/A
December 2024		No complaints received during December 2024			N/A	N/A
January 2025		No complaints received during January 2025			N/A	N/A
February 2025	11/02/2025 12/02/2025 13/02/2025	Email & phone	Noise reported from school rooftop outside school hours	Responded via email and phone. The source of the noise was investigated and determined it was not a building defect but a user error that has now been addressed by the school.	CLOSED	NO
March 2025	18/03/2025 21/03/2025	Email	Noise reported from school rooftop outside school hours	Responded via email. The source of the noise was identified as a defect in the air conditioner system and is being addressed.	CLOSED	NO

April 2025		No complaints received during April 2025			N/A	N/A
May 2025		No complaints received during May 2025			N/A	N/A
June 2025 7/05/2025	11/05/2025	Email	Vegetation disturbances and soil erosion along Parramatta River	Responded via email. Not within the department's scope of works. Redirected to Landcom.	CLOSED	NO
July 2025 18/7/2025	18/07/2025 23/07/2025	Email & Phone	After hours noisy works	Noise construction activities continued until 1.30 am on the evening of 17 July and disturbed resident's sleep. The source of the noise was identified as road works along Burroway Road.	CLOSED	NO
July/August 2025 13/7/2025	18/07/2025 29/07/2025 30/07/2025 5/08/2025 7/08/2025 13/08/2025 21/08/2025	Email	Air conditioner noise during the night	Responded via email, phone call and met resident onsite. Source of noise investigated and identified as an exhaust fan. Adjustments were made to the timing.	CLOSED	NO
September 2025		No complaints received during September 2025			N/A	N/A
October 2025		No complaints received during October 2025			N/A	N/A

November 2025		No complaints received during November 2025			N/A	N/A
December 2025		No complaints received during December 2025			N/A	N/A
January 2026		No complaints received during January 2026			N/A	N/A
February 2026		No complaints received during February 2026			N/A	N/A
March 2026		No complaints received during March 2026			N/A	N/A
April 2026 7/4/2026 13/4/2026 15/4/2026 18/4/2026 25/4/2026 27/4/2026 29/4/2026 4/5/2026 7/5/2026	7/4/2026 14/6/2026 17/4/2026 20/4/2026 28/4/2026 29/4/2026 4/5/2026 5/5/2026 7/5/2026	Email	Air conditioner noise during the night	Responded via email, phone call and met resident onsite. Source of noise investigated and identified as an exhaust fan (different to previous exhaust fan issue). Adjustments were made to the timing.	CLOSED	NO
April 2026 2/4/2026 9/4/2026 24/4/2026	14/4/2026 5/5/2026	Email	Air conditioner noise during the night	Responded via email, and phone call. Source of noise investigated and identified as an exhaust fan (different to previous exhaust fan issue). Adjustments were made to the timing.	CLOSED	NO

May 2026		No complaints received during May 2026			N/A	N/A
June 2026 29/6/2026	2/07/2026	Email	Air conditioner still running during the night	Responded via phone call. No source of noise identified from the high school. Lights on the system on the roof are on all night displaying the level of activity, including when there is no activity.	CLOSED	NO
July 2026		No complaints received during July 2026			N/A	N/A
August 2026		No complaints received during August 2026			N/A	N/A