



RANDWICK

CAMPUS REDEVELOPMENT



COMPLAINTS REGISTER

March 2024

As a condition of State Significant Development approvals SSD-9113 and SSD-10399 the Randwick Campus Redevelopment is required to keep a record of all complaints received on the project.

This Complaints Register is to be updated monthly and made publicly available on the project website randwickcampusredevelopment.health.nsw.gov.au

For more information on our complaint resolution process, please refer to the project Community Communication Strategy, available on the website.

Complaints Register – as at 31 March 2024

The Randwick Campus Redevelopment maintains a Community Infoline (1800 571 866) as well as a dedicated project email address (randwickcampusredevelopment@health.nsw.gov.au) where community members can find out about the project, lodge feedback or complaints.

As a condition of State Significant Development approvals SSD-9113 and SSD-10339, the Randwick Campus Redevelopment is required to keep a record of all project-related complaints received. This Complaints Register is to be updated monthly and made publicly available on the project website.

For more information on our complaint resolution process, please refer to the project Community Communication Strategy, available on the website.

Getting in touch

Call 1800 571 866 (24hrs) | Email randwickcampusredevelopment@health.nsw.gov.au | Visit www.randwickcampusredevelopment.health.nsw.gov.au

Reporting period – March 2024

During the reporting period, two complaints were received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
27/03/2024	28/03/2024	Project inbox	Email received from a hospital staff member raising concerns about operational impact of temporary access changes at the Prince of Wales Hospital Acute Services Building main entrance due to external rectification works around the air lock entry.	N/A	Complaint redirected to SESLHD Corporate Services and Prince of Wales Hospital for consideration and response. Staff member advised.	Closed	No
18/03/2024	20/03/2024	Project inbox	Complaint received from a nearby resident regarding lights remaining on within the UNSW Eastern Extension after approved construction hours, impacting local amenity.	SSD-10339	Fit-out contractor confirmed reported impacts were the result of scheduled testing, as part of the building's transition from temporary construction lighting to permanent lighting. Light spill mitigation measures were implemented to address impacts on the surrounding amenity, including the installation of temporary window coverings. Resident advised of outcome.	Closed	No

Reporting period – February 2024

There were no complaints received for the month of February 2024.

Reporting period – January 2024

During the reporting period, one complaint was received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
31/01/2024	05/02/2024	Project inbox	Follow-up complaint received from a nearby resident concerning tradesperson/s travelling by motorcycle and parking on hospital campus, resulting in early morning noise disturbance.	N/A	Security footage review and investigation with principal contractors was unable to identify individual riders or links to construction projects. Principal contractors will continue to implement strategies to minimise the impact of contractor parking as per the Construction Worker Transportation Strategy for each project. Resident advised of outcome.	Closed	No

Reporting period – December 2023

During the reporting period, complaint was received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
15/12/2023	15/12/2023	Project inbox	Complaint received regarding operational lighting remaining on within the UNSW Eastern Extension after approved construction hours and impacting nearby resident.	SSD-10339	Impact raised with fit-out contractor. Daily reminders to contractors implemented via toolbox talks to ensure all applicable lighting is switched off as part of end-of-day procedures. Resident advised of outcome.	Closed	No

Reporting period – November 2023

During the reporting period, two complaints were received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an
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							Emergency	
16/11/2023	23/11/2023	Project inbox	Complaint received from a nearby resident regarding disruptions caused by tradesperson/s travelling by motorcycle and parking on hospital campus, resulting in noise disturbance.	SSD-9113/ SSD-10339	Following investigation in conjunction with SESLHD Corporate Services and campus security, the project team found evidence of at least one tradesperson travelling by motorcycle and accessing hospital campus parking. Reminders were sent to all redevelopment construction contractors regarding worker parking restrictions. Resident advised of outcome.	Closed	No	
7/11/2023	13/11/2023	Project inbox	Complaint received from a patient describing after hours construction-type noise coming from within or near their location in the hospital, causing disruption to patients.	N/A	Following an investigation by the project team, the noise impacts were confirmed to be unrelated to the project, with no construction activity undertaken during the specified time periods. In collaboration with SESLHD Corporate Services, it was determined the described noise was most likely related to operational activities within the nearby hospital loading dock area. Patient was advised of outcome.	Closed	No	

Reporting period – October 2023

During the reporting period, one complaint was received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
31/10/2023	03/11/2023	Project inbox	Complaint received from nearby resident concerning transportation vehicle impacting residential street amenity and causing disturbances near resident's property.	N/A	Complaint promptly investigated and confirmed to be unrelated to the redevelopment project. Vehicle identified as a supplier of hospital plant equipment. The complaint was shared with SESLHD Corporate Services for addressing. Resident advised of outcome.	Closed	No

Reporting period – September 2023

There were no complaints received for the month of September 2023.

Reporting period – August 2023

During the reporting period, two complaints were received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
16/08/2023	16/08/2023	Project inbox	Complaint received from nearby resident regarding construction vehicles causing amenity disruption near resident's property.	N/A	Complaint investigated and confirmed to be unrelated to the redevelopment project. Vehicles were identified as being related to hospital retail space fit-out works commissioned by SESLHD. Complaint shared with SESLHD and Prince of Wales Hospital corporate services department for addressing. Community member advised of action taken.	Closed	No
03/08/2023	03/08/2023	Project inbox	Complaint received from nearby resident regarding construction activity causing noise disruption during construction hours.	N/A	Following an investigation by the project team, construction activity was confirmed to be unrelated to the redevelopment. Disruption was the result of maintenance works within the hospital car park, commissioned by SESLHD. Complaint shared with SESLHD corporate services and resident responded to with confirmation that works were to be completed on the same day with no further noise disruption.	Closed	No

Reporting period – July 2023

There were nil complaints received for the month of July 2023.

Reporting period – June 2023

During the reporting period, four complaints were received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
19/06/2023	29/06/2023	Project inbox	Complaint received from nearby resident regarding construction vehicles causing amenity disruption near resident's property.	SSD-9113/ SSD-10339	Complaint investigated and project contractors reminded of the traffic management requirements and obligations to ensure residential amenity is maintained. Resident advised of outcome	Closed	No
15/06/2023	20/06/2023	Project inbox	Complaint received from nearby resident regarding contractor behaviour near property causing a privacy disruption.	SSD-9113/ SSD-10339	Complaint investigated and project contractors reminded of obligations to ensure disruption to residential amenity is minimised. Resident advised of outcome	Closed	No
06/06/2023	14/06/2023	Project inbox	Enquiry received from a local resident regarding mechanical noise emitting from or nearby the Prince of Wales Hospital Acute Services Building.	SSD-9113/ SSD-10339	Initial response provided, with commitment to investigate in collaboration with South Eastern Sydney Local Health District through noise monitoring and other methods to identify and assess impacts and minimise further disruption where possible.	Open	No
05/06/2023	07/06/2023	Project inbox	Complaint received from nearby resident regarding disruption potentially related to uncommunicated construction activity.	SSD-9113/ SSD-10339	Reported impacts investigated and confirmed as relating to approved out of hours works required to maintain continuity of critical hospital operations. Resident advised of outcome.	Closed	No

Reporting period – May 2023

During the reporting period, two complaints were received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
18/05/2023	26/05/2023	SESLHD's consumer feedback inbox	Complaint received from nearby resident regarding construction vehicles entering a hospital loading dock before operating hours.	SSD-9113/ SSD-10339	Activity investigated and identified as a sub-contractor delivery intended for another project site and directed to the Randwick Campus Redevelopment in error. Resident advised of outcome.	Closed	No
12/05/2023	26/05/2023	Project inbox	Complaint received from nearby resident regarding amenity disruption caused by Acute Services Building and UNSW Eastern Extension internal and external operational lighting.	SSD-9113/ SSD-10339	Corrective actions were implemented to reduce the impact of internal lighting after hours. Further mitigation measures to minimise the impact of external lighting are being investigated. Resident advised of outcome.	Closed	No

Reporting period – April 2023

During the reporting period, one complaint was received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
20/04/2023	28/04/2023	Project inbox	Complaint received from nearby resident regarding amenity disruption caused by operational lighting.	SSD-9113/ SSD-10339	Complaint investigated and corrective actions were implemented in an effort to minimise impact of lighting. Nearby resident advised of outcome.	Closed	No

Reporting period – March 2023

During the reporting period, two complaints were received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
21/03/2023	22/03/2023	Project inbox	Complaint received from nearby resident regarding construction materials left on public road by workers.	SSD-9113	Immediate cleanup of area undertaken and complaint shared with principal contractors for awareness and ongoing monitoring of construction activities. Stakeholder advised of outcome.	Closed	No
25/03/2023	30/03/2023	Project inbox	Complaint received from local resident regarding activities occurring on site on a Saturday without prior notification.	SSD-9113	Complaint investigated and confirmed as permissible general works within approved construction hours and not requiring formal notification. Resident advised of outcome.	Closed	No

Reporting period – February 2023

During the reporting period, five complaints were received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
17/02/2023	20/02/2023	Project inbox	Complaint received from stakeholder regarding untidiness of public spaces around site perimeter.	SSD-9113/ SSD-10339	Immediate clean up of area undertaken and principal contractors requested to implement regular cleaning activities. Stakeholder advised of outcome.	Closed	No
20/02/2023	20/02/2023	Project inbox	Complaint received from community member on Magill Street regarding works commencing before construction hours.	SSD-9113	Complaint investigated and all site staff and tradespersons reminded of obligations regarding approved site hours. Community member advised of outcome.	Closed	No

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22/02/2023	03/03/2023	Project inbox	Complaint received from community member on Magill Street regarding waste collection activity from hospital loading docks causing disruption.	SSD-9113/ SSD-10339	Complaint investigated and confirmed to be unrelated to the redevelopment project. Complaint shared with SESLHD Corporate Services for investigation and community member advised of additional measures being implemented to reduce disruption.	Closed	No
23/02/2023	03/03/2023	Project inbox	Complaint received from community member on Magill Street concerning trades' vehicles parked across driveway of community member's residence.	SSD-9113/ SSD-10339	Complaint assessed and measures implemented by principal builder to prevent similar activity into the future. Community member advised of outcome.	Closed	No
24/02/2023	24/02/2023	Community Infoline	Complaint received from community member on Magill Street describing nearby tradespersons as disruptive.	SSD-9113/ SSD-10339	Complaint investigated, corrective actions undertaken, and community member advised of outcome.	Closed	No

Reporting period – January 2023

During the reporting period, four complaints were received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
09/01/2023	25/01/2023	Project inbox	Follow-up complaint received from community member on Magill Street about amenity disruption caused by operational lighting.	SSD-9113	Community member updated of progress of mitigation measures for operational lighting, including installation of shrouds and lighting level review.	Open	No
19/01/2023	23/01/2023	Project inbox	Complaint received from community member on Magill Street regarding waste collection activity from hospital loading dock causing disruption.	SSD-9113	Complaint immediately investigated and additional measures to minimise disruption implemented. Community member advised of outcome.	Closed	No
23/01/2023	23/01/2023	Project inbox	Complaint received from community member on Magill Street about vehicle movements on Hospital Road impacting amenity.	SSD-9113	Complaint assessed by project team with hospital management. Community member advised of additional measures being implemented to minimise future disruption, including installation of 'No Standing' signage.	Open	No

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31/01/2023	03/02/2023	Project inbox	Complaint received from community member SSD-9113 on Magill Street about construction vehicle movements in Magill Street.	SSD-9113	Complaint investigated and confirmed to be unrelated to the Project. Complaint shared with hospital management and community member advised of outcome.	Closed	No
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Reporting period – December 2022

During the reporting period, five complaints were received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
13/12/2022	15/12/2022	Project Email	Follow-up complaint received from community member on Magill Street about amenity disruption caused by operational lighting.	SSD-9113	Lighting levels reviewed and light spill mitigation measures being investigated, including installation of shrouds. Community member being updated on progress of mitigation measures.	Open	No
18/12/2022	19/12/2022	Community Infoline	Query received from community member on Magill Street regarding approved out of hours construction works.	SSD-9113	Complaint investigated and confirmed as previously notified approved works. Community member advised of outcome.	Closed	No
21/12/2022	22/12/2022	Project Email	Complaint received from community member on Magill Street regarding contractor behaviour.	SSD-9113	Complaint investigated and resolution procedures implemented. Community member advised of outcome.	Closed	No
23/12/2022	29/12/2022	Project Email	Complaint received from community member on Magill Street regarding site traffic signal impacts.	SSD-9113	Complaint investigated and community member advised of outcome.	Closed	No
27/12/2022	09/01/2023	Project Email	Complaint received from community member on Magill Street about truck movements causing amenity disruption.	SSD-9113	Initial response provided, with commitment to investigate and minimise ongoing disruption caused by loading dock operations.	Closed	No

Reporting period – November 2022

During the reporting period, four complaints were received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
24/11/2022	25/11/2022	Project Email	Complaint received from community member about works occurring out of approved construction hours.	SSD-10339	Complaint immediately investigated and community member advised of outcome.	Closed	No
27/11/2022	2/12/2022	Project Email	Complaint received from community member on Magill Street about truck movements causing amenity disruption.	SSD-9113	Complaint immediately investigated and community member on Magill Street advised of outcome.	Closed	No
29/11/2022	2/12/2022	Project Email	Follow up complaint received from community member on Magill Street about truck movements causing amenity disruption.	SSD-9113	Complaint immediately investigated and community member on Magill Street advised of outcome.	Closed	No
30/11/2022	2/12/2022	Project Email	Complaint received from community member on Magill Street about waste collection activity causing amenity disruption.	SSD-9113	Complaint immediately investigated and community member on Magill Street advised of outcome.	Closed	No

Reporting period – October 2022

During the reporting period, four complaints were received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
01/10/2022	04/10/2022	Project Email	Complaint received from community member on Magill Street about amenity disruption caused by operational footpath lighting.	SSD-9113	Initial response provided, with commitment to investigate disruption caused by lighting.	Closed	No
03/10/2022	04/10/2022	Project Email	Follow-up complaint received from community member on Magill Street about amenity disruption caused by operational footpath lighting.	SSD-9113	Initial response provided, with commitment to investigate disruption caused by lighting.	Closed	No

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12/10/2022	14/10/2022	Project Email	Follow-up complaint received from community member on Magill Street about disruption caused by operational footpath lighting.	SSD-9113	Temporary mitigation measures implemented and communicated to stakeholder, with ongoing investigation underway to enable more permanent mitigation solution.	Open	No
19/10/2022	25/10/2022	Project Email	Complaint received from community member on Magill Street received about noisy works during construction hours.	SSD-10339	Complaint investigated and immediate action to minimise noisy works was taken. Community member advised of outcome.	Closed	No

Reporting period – September 2022

During the reporting period, four complaints were received, as summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
12/09/2022	21/09/2022	Project Email	Complaint received from community member on Magill Street regarding out of hours construction activity and requesting update on progress with street upgrades.	SSD-9113	Planned and communicated out of hours work occurring for traffic and safety reasons. Nature of works explained to resident and anticipated time of completion. Information relating to ongoing construction activity and noise mitigation measures detailed.	Closed	No
12/09/2022	4/10/2022	Project Email	Enquiry from community member on Magill Street about the status of the Magill Street and Hospital Road intersection boom gate.	SSD-9113	Initial response provided, with commitment to updating on progress when project status is confirmed.	Open	No
24/09/2022	27/09/2022	Project Email	Complaint received from community member on Magill Street regarding chemical odour coming from project site.	SSD-9113	Community member was advised that odour experienced was the result of planned works within the project site. Information relating to ongoing construction activity and mitigation measures was provided.	Closed	No
29/09/2022	6/10/2022	Project Email	Noise complaint received from community member on Magill Street regarding out of hours construction noise coming from project site.	SSD-9113	Complaint investigated and site wide communications issued to construction subcontractors regarding obligations around out of hours work. Stakeholder advised of outcome.	Closed	No

Reporting period – August 2022

During the reporting period, one complaint was received and is now closed. The complaint is summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
30/08/2022	31/08/2022	Community Infoline	Noise complaint received from community member about approved out of hours construction works.	SSD-9113	Community member advised that out of hours work occurring for traffic and safety reasons. Nature of works explained to resident and anticipated time of completion. Information related to ongoing construction activity and noise mitigation measures detailed.	Closed	No

Reporting period – July 2022

There were nil complaints received for the month of July 2022.

Reporting period – June 2022

There were nil complaints received for the month of June 2022.

Reporting period – May 2022

During the reporting period, two complaints were received and are now closed. The complaints are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
01/05/2022	02/05/2022	Community Infoline	Noise complaint received from community member about approved out of hours construction works.	SSD-10339	Community member advised that out of hours work occurring for traffic and safety reasons. Nature of works explained to resident and anticipated time of completion. Information related to ongoing construction activity and noise mitigation measures detailed.	Closed	No
05/05/2022	11/05/2022	Email	Complaint received from community member on Magill Street regarding progress with	SSD-9113	Community member advised on the status of the road upgrade works and program	Closed	No

street upgrades.

adjustments due to inclement weather and unforeseen circumstances.

Reporting period – April 2022

There were nil complaints received for the month of April 2022.

Reporting period – March 2022

During the reporting period, two complaints were received and are now closed. The complaints are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
1/03/2022	1/03/2022	Email	Contact from Randwick City Council regarding community complaint dated 19/02/2022.	SSD-10339	Council informed issue was resolved directly with stakeholder.	Closed	No
26/03/2022	26/03/2022	Community Infoline	Complaint received regarding temporary impact to residential water supply due to watermain damage.	SSD-9113	Investigation undertaken identified a watermain had been damaged during the road upgrades. Resident informed that Sydney Water was undertaking rectification works to repair the damaged infrastructure.	Closed	No

Reporting period – February 2022

During the reporting period, two complaints were received and are now closed. The complaints are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
5/02/2022	7/02/2022	Community Infoline	Complaint received regarding noisy construction activity in the Randwick hospital campus carpark.	SSD-9113 Mod 4 (Fugen)	Investigation undertaken and stakeholder contacted to provide an explanation of the work underway and consistency with approved construction hours and measures in place to manage noise, vibration and dust.	Closed	No

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19/02/2022	19/02/2022	In person	Noise and disruptions caused by out of hours oversized delivery.	SSD-10339	Out of hours work occurring for traffic and safety reasons. Nature of works explained to resident and anticipated time of completion. Information related to ongoing construction activity and noise mitigation measures detailed.	Closed	No
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Reporting period – January 2022

During the reporting period, two complaints were received and are now closed. The complaints are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
18/01/2022	24/01/2022	Community Infoline	Complaint received regarding noisy construction activity in the Randwick hospital campus carpark.	SSD-9113 Mod 4 (Fugen)	Investigation undertaken and stakeholder contacted to provide an explanation of the work underway and consistency with approved construction hours and measures in place to manage noise, vibration and dust.	Closed	No
24/01/2022	24/01/2022						

Reporting period – December 2021

During the reporting period, one complaint was received and is now closed. The complaint is summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
7/12/2021	7/12/2021	Community Infoline	Randwick City Council forwarded complaint regarding a delivery driver attempting to access Hospital Road from Magill Street and parking in front of residential property.	SSD-9113	Council informed that issue was resolved in November 2021 with complaint investigated and site wide communications issued to construction subcontractors regarding approved delivery routes. Stakeholder advised of outcome.	Closed	No

Reporting period – November 2021

During the reporting period, five complaints were received, four of which are considered closed. The complaints are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an
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							Emergency
1/11/2021	1/11/2021	Community Infoline	Phone call received regarding bollards not installed at Magill Street and Hospital Road intersection.	SSD-9113	Stakeholder advised of issue with bollard that required rectification before bollards could be installed.	Closed	No
8/11/2021	8/11/2021	Community Infoline	Construction vehicle occupying 15-minute parent parking bay on Hospital Road.	SSD-9113	Vehicle moved and site wide communications issued to construction subcontractors regarding campus parking restrictions.	Closed	No
19/11/2021	19/11/2021	Community Infoline	Bollard removal from Magill Street and Hospital Road intersection undertaken earlier than required.	SSD-9113	Bollard installation and removal timeframes reiterated to the security team and update provided to stakeholder.	Closed	No
24/11/2021	30/11/2021	Community Infoline	Delivery driver attempted to access Hospital Road from Magill Street and parked in front of residential property.	SSD-9113	Complaint investigated and site wide communications issued to construction subcontractors regarding approved delivery routes. Stakeholder advised of outcome.	Closed	No
29/11/2021	1/12/2021	Project email inbox	Concerns regarding a burning smell thought to be coming from site.	SSD-9113	Site investigation undertaken unable to confirm source of complain. Stakeholder contacted for further information to progress investigations however advised issue could be closed.	Open	No

October 2021

During the reporting period, four complaints were received which are considered closed. The complaints are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
11/10/2021	11/10/2021	Community Infoline	Worker behaviour.	SSD-9113	Briefing held with construction workforce about site behaviour.	Closed	No
16/10/2021	18/10/2021	Community Infoline	Noise complaint about whistling sound from site.	SSD-9113	Stakeholder contacted and provided an explanation of the work underway.	Closed	No
22/10/2021 29/10/2021	22/10/2021 29/10/2021	Community Infoline	Two calls received about timing of bollard installation at the Magill Street and Hospital Road intersection and a complaint about a delivery truck on Magill Street.	SSD-9113	Stakeholder provided an update on the daily schedule of bollard installation. Complaint about delivery truck passed on to hospital campus operations for investigation.	Closed	No

September 2021

During the reporting period, one complaint was received which is considered closed. The complaint is summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
7/09/2021	7/09/2021	Project email inbox	Construction tape found on Sydney Children's Hospital, Randwick property.	SSD-9113	The material was collected and area cleaned.	Closed	No

August 2021

During the reporting period, one complaint was received of which is considered closed. The complaints is summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
2/08/2021	2/08/2021	Community Infoline	Noise from a truck situated on Magill Street during the day.	SSD-9113	The project team investigated the issue and the truck had broken down on Magill Street.	Closed	No

July 2021

During the reporting period, seven complaints were received of which all are considered closed and none remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
1/07/2021	3/07/2021	Community Infoline	Several calls were received regarding concerns that construction site workers were occupying parking spaces on Magill Street.	None	Senior project team representatives investigated the parked cars. The investigations on each occasion determined the vehicles did not belong to RCR site contractors and were external to the project. The project continues to monitor this issue and reinforce site parking rules through workforce engagement, on behalf of local residents.	Closed	No
2/07/2021	3/07/2021						
3/07/2021	3/07/2021						

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13/07/2021	13/07/2021	Community Infoline	Concerns regarding an alarm sound coming from the construction site after hours.	None	The Project team sought to investigate the alarm sound further. The alarm was no longer sounding and could not be located. Due to the nature of machinery and services on site, it has been determined the alarm is unlikely to originate on the RCR site.	Closed	No
15/07/2021	15/07/2021	Community Infoline	Concern the bollards at the end of Magill Street were not being installed at the approved time each day.	SSD-9113	The Project team advised that this has been followed up with site security who are responsible for the management of the bollards. Communications have been re-issued to ensure that the bollards are reinstated at 6pm in accordance with project Conditions of Approval. The project team will continue to strictly monitor this on behalf of local residents and motorists.	Closed	No
26/07/2021	26/07/2021	Community Infoline	Concerns regarding an alarm sound coming from the construction site after hours. Stakeholder recorded the alarm sound and suggests it is coming from the area of the hospital loading docks.	None	The project team followed up with the Hospital Campus to determine where this noise is coming from. It was noted that the sound was not coming from the construction site as it is currently shut down due to health orders.	Closed	No
27/07/2021	27/07/2021		Resident texted to advise that the alarm tone complained about previously was ringing again in the precinct.		Resident has been advised that the alarm is not coming from the construction site. The project team took steps to provide the stakeholder concerns to Hospital Operations for review.		

June 2021

During the reporting period, five complaints were received of which all are considered closed and none remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
22/06/2021	22/06/2021	Project email address	Hospital Campus Stakeholder emailed a complaint regarding motorcycle parking spaces that had been closed off.	SSD-9113	The project team investigated the spaces in question on Hospital Road. It was determined spaces had been blocked off by an independent contractor and was not associated with the RCR site. The project team advised stakeholder.	22/06/2021	No

COMPLAINTS REGISTER

26/06/2021	22/06/2021	Community Infoline	Resident called to query when the works associated with the Hospital Road closure were going to finish. Call came in at 10:30pm.	SSD-10339	The project team spoke with the stakeholder to advise that timing to finish planned works had been delayed due to a late delivery of concrete and were expected to now finish at 11pm. Due to the nature of the works, this was an unforeseen emergency action to ensure quality and safety. A further phone call was held once works were complete to discuss the program.	26/06/2021	No
27/06/2021	27/06/2021	Community Infoline	Resident called in regard to works occurring on a Saturday and general impact around noise and activity.	SSD-10339	The project team spoke with the stakeholder to advise that works are approved to occur on Saturday to enable hospital continuity by completing activities which cannot be done during the week, to ensure the safe and optimal operation of the hospital loading docks. Throughout loading dock closures, works are approved to happen over Saturday and Sunday with a specific notification to residents prior to commencement of works.	27/06/2021	No
27/06/2021	27/06/2021	Community Infoline	Resident called at 10:45pm to advise that while evening works had been completed, a street sweeper was conducting cleaning works up to 10:30pm causing additional noise.	SSD-10339	The project team advised that cleaning of the road commenced at 9:45pm and continued to 10:30pm to ensure safe operations of the loading dock.	27/06/2021	No
28/06/2021	28/06/2021	Community Infoline	Resident called at 8:20am to advise that movement of piling rig occurred outside of notified times and caused noise and vibration.	SSD-10339	The project team investigated further and confirmed with the resident that the movement of the equipment did not occur within the notified time and has issued instructions to the construction team that relocations of equipment is to be consistent with times as notified to the community.	28/06/2021	No

May 2021

During the reporting period, two complaints were received of which all are considered closed and none remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
03/05/2021	03/05/2021	Community Infoline	Noise from an operational generator within the Hospital Road compound.	SSD-9113	A representative from the project team spoke with stakeholder at 9:45pm and on investigation resolved noise was coming from a generator within the compound which was switched off at 10:05pm.	Closed	No

COMPLAINTS REGISTER

20/05/2021	20/05/2021	Community Infoline	Occupation of dedicated hospital motorcycle parking spaces by site workers with associated noise arriving early to site.	SSD-9113	The project team contacted the stakeholder to assist with identification of the site worker who has been spoken to and a reissue of site wide communications to remind of contractor parking requirements has also been undertaken.	Closed	No
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April 2021

During the reporting period, 0 complaints were received.

March 2021

During the reporting period, one complaint was received of which is considered closed and none remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
30/03/2021	30/03/2021	Via project community contact phone number	Noise generated from out of hours construction activity Contractor use of motorcyclist parking on Hospital Road Crane lighting left on overnight and Hospital and bollards at Magill Street and Hospital Road not replaced. Road plate along Hospital Road generating noise when traversed by traffic Independent waste contractor removing bollards to access Magill Street from Hospital Road	SSD-9113	Project team provided details of out of hours activity underway including duration and nature of works. Resident directed to project website for additional information. Community notice not received as resident letterbox not accessible to public. Project team issued site wide communications to remind of contractor parking requirements. Project team attended site to turn off lighting and replace bollards at time of complaint. Road plate replaced and road repairs conducted. Project team forwarded complaint to Hospital Campus for investigation.	Closed	No

February 2021

During the reporting period, one complaint was received of which is considered closed and none remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
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COMPLAINTS REGISTER

04/02/2021	04/02/2021	Via project phone number	Construction vehicle movement on residential street where not permitted.	SSD-9113	Project team had witnessed non-compliance of vehicle and had refused entry to site. Follow up communication has occurred with the contractor.	Closed	No
12/02/2020	12/02/2020	Via project email address	Contractor use of motorcyclist parking on Hospital Road	SSD-9113	Project team issued site wide communications to remind of contractor parking requirements.	Closed	No

January 2021

During the reporting period, one complaint was received of which is considered closed and none remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
13/1/2020	12/1/2020	Via project community contact phone number	<p>Contractor use of motorcyclist parking on Hospital Road</p> <p>Audibility of traffic controllers working on Hospital Road</p> <p>Worsening state of pothole at Western end of Magill Street</p> <p>Visibility of recently installed precinct sign from residential property</p>	SSD-10339	<p>Project identification of motorcyclist and side wide communication to remind of contractor parking requirements</p> <p>Project team generating awareness with workforce and the need to be considerate of volume when talking in residential streets</p> <p>Resident encouraged to contact Randwick City Council in relation to local road maintenance concerns</p> <p>Arranged relocation of sign to less prominent location facing Hospital Campus</p>	Closed	No

December 2020

During the reporting period, one complaint was received of which is considered closed and none remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
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COMPLAINTS REGISTER

14/12/2020	14/12/2020	Via project email address	Mud in gutter in Magill Street following rain event	SSD-10339	The team undertook an inspection, cleared the gutter and cleaned the road. The mud was a result of significant rainfall over the weekend. To minimise further instances of mud debris build up new sediment controls will be installed in the Magill Street gutters.	Closed	No
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November 2020

During the reporting period, one complaint was received of which is considered closed and none remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
23/11/2020	02/12/2020	Via project email address	Worker behaviour and use of Magill Street by concrete trucks.	SSD-9113	Project team engaged site workers and contractors in discussions about site rules and use of residential streets. Additional measures in place for management of construction vehicle management.	Closed	No

October 2020

During the reporting period, 0 complaints were received.

September 2020

During the reporting period, 2 complaints were received of which all are considered closed and none are considered to remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
01/09/2020	01/09/2020	Via project email address	Construction vehicle using Magill Street to access Hospital Road	SSD-9113	Project team provided information regarding corrective action taken and reiterated the requirement that no construction traffic should use Magill Street to enter Hospital Road.	Closed	No
22/09/2020	22/09/2020	Via project phone number	Noise generated by bollards as they are removed and stacked each morning.	SSD-9113	The project team acknowledge the noise disturbance and have put measures in place to minimise noise during bollard removal.	Closed	No

August 2020

During the reporting period, 1 complaint was received of which all are considered closed and none are considered to remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
8/1/2020	8/1/2020	Via project phone number	Light spill into residential property during extended work hours.	SSD-9113	Project team contacted stakeholder to provide information regarding concrete finishing works carried out during approved extended work hours. Project team committed to ensuring site lighting is managed to limit impact on surrounding buildings and residential properties.	Closed	No

July 2020

During the reporting period, 2 complaints were received of which all are considered closed and none are considered to remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
3/7/2020	3/7/2020	Via project phone number	Access restrictions to driveway as a result of night works.	Randwick City Council works	Project team followed up with site construction team who confirmed works were being undertaken by Randwick City Council. Contacted stakeholder and suggested find out more information directly from Council for details regarding any further associated night work planned.	Closed	No
22/7/2020	22/7/2020	Via project phone number	Traffic speed on Magill Street, adjacent to the construction site and failure of motorists to stop at stop sign.	SSD-9113	Feedback provided to project team and Hospital Campus. Additional precautions including line marking and signage have also been installed to alert drivers leading up to the stop sign.	Closed	No

June 2020

During the reporting period, 1 complaint was received of which all are considered closed and none are considered to remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
25/6/2020	25/06/2020	Via project email address	Light spill from construction site into residence	SSD-9113 Extended working hours order	Project team provided information regarding concrete finishing works carried out during extended work hours and committed to ensuring site lighting is managed to limit impact on surrounding buildings and residential properties.	Closed	No

May 2020

During the reporting period, 5 complaints were received of which all are considered closed and none are considered to remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
1/05/2020	1/05/2020	Via project phone number	Sleep disturbance during out of hours activities.	SSD-9113	Project team provided information on night work underway, confirmed noise mitigation measures in place including respite periods and detailed planned duration of work.	Closed	No
7/05/2020	7/05/2020	Via project phone number	Noise during out of hours activity.	REF	Spoke with stakeholder on the phone and explained works activities and likely duration.	Closed	No
7/05/2020	11/05/202	Follow up via Project email address			Project team provided information on night work underway, confirmed noise mitigation measures in place including respite periods and detailed planned duration of work.		
21/05/2020	21/05/2020	Via project phone number	Vibration experienced at their residence.	SSD-9113	Phone discussion with resident about works underway including measures in place to manage vibration.	Closed	No
21/05/2020	21/05/2020	Follow up via Project email address			Investigation with site team confirmed works underway within site boundary and along Hospital Road not likely to cause level of vibration experienced. Confirmed no vibration alerts have been received. Emailed outcome of investigation.		
27/05/2020	27/05/2020	Via project phone number	Extension of construction hours.	SSD-9113	Phone discussion with resident about approved extended hour and reassurance high noise generating work will be scheduled within standard hours where available.	Closed	No

COMPLAINTS REGISTER

28/05/2020	28/05/2020	Via project phone number	Vibration experienced at their residence.	SSD-9113	Phone discussion with resident about works underway including measures in place to manage vibration. Investigation with site team confirmed works underway within site boundary and along Hospital Road not likely to cause the level of vibration experienced. Confirmed no vibration alerts have been received.	Closed	No
28/05/2020	2/06/2020	Via project email address	Vibration experienced at their residence.	SSD-9113	Project team attempted phone call and provided email follow up. Investigation with site team confirmed works underway within site boundary and along Hospital Road not likely to cause the level of vibration experienced. Confirmed no vibration alerts have been received.	Closed	No

April 2020

During the reporting period, 2 complaints were received of which all are considered closed and none are considered to remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
17/04/2020	17/04/2020	Via project email	Email complaint regarding out of hours work	Ausgrid	Project team provided information relating to upcoming Hospital Road activity and confirmed work hours and additional activities being undertaken by utilities contractor.	Closed	No
30/04/2020	30/04/2020	Via project phone number.	Complaint regarding noise during out of hours work, High Street	SSD-9113	Project team provided information on night work underway, confirmed noise mitigation measures in place including respite periods and detailed planned duration of work.	Closed	No

March 2020

During the reporting period, 3 complaints were received of which all are considered closed and none are considered to remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
28/03/2020	04/04/2020	Follow-up contact made via project email.	Parking changes in Magill Street, worker parking in Magill Street and planned power outage (unrelated to project).	SSD-10339	Project team provided details of planned parking changes in Magill Street. Resident encouraged to contact Randwick City Council to notify of any unauthorised parking.	Closed	No
20/03/2020	24/03/2020	Initial contact made via project phone number.			Project team confirmed Magill Street not to be used for worker parking. Additional site 'tool-box talk' was provided to supply chain to reinforce obligations when working on the project. Project team confirmed notified planned power outage was not associated with the Randwick Campus Redevelopment project and referred the stakeholder to Ausgrid for further information.		
17/03/2020	17/03/2020	Via project phone number.	Access changes along Hospital Road.	SSD-10339	Project team provided information related to upcoming Hospital Road access changes and construction activity. Hospital campus access routes were detailed. Information was provided regarding Hospital Campus consultation in advance of changes and to inform planning.	Closed	No

February 2020

During the reporting period, 6 complaints were received of which all are considered closed and none are considered to remain open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Is this complaint an Emergency
18/02/2020	18/02/2020	Contact made via project phone number.	Noise during non-work hours.	SSD-9113	Project team attended site and turned off running generator.	Closed	No
14/02/2020	15/02/2020	Contact made via project phone number.	Construction worker conduct.	SSD-9113	Investigation conducted by the project team. Tool-box talk conducted with on-duty traffic control workers to reiterate strict obligations for interacting with public and no-tolerance policy for inappropriate conduct.	Closed	No

COMPLAINTS REGISTER

10/02/2020	10/02/2020	Contact made via project phone number.	Water moving from project site into residential street.	SSD-9113	Project team attended site to investigate water pooling in Magill Street. Following inspection site team concluded that the storm water system could not cope with the intense amount of rain. Pooling occurred in a known flood location during significant rain event.	Closed	No
07/02/2020	11/02/2020	Contact made via Randwick City Council.	Community notification for planned power outage.	Ausgrid	Contact made with the contractor undertaking works on behalf of Ausgrid. The contractor confirmed notification occurred via letter box drop.	Closed	No
05/02/2020	07/02/2020	Contact made via project email.	Noise.	Ausgrid	Out of hours work occurring for traffic and safety reasons. Nature of works explained to resident and anticipated time of completion. Information related to ongoing construction activity and noise mitigation measures detailed.	Closed	No
01/02/2020	01/02/2020	Contact made via project phone number.	Construction worker conduct.	SSD-9113	Investigation conducted by the project team. Tool-box talk conducted with on-duty traffic control workers to reiterate strict obligations for interacting with public and no-tolerance policy for inappropriate conduct.	Closed	No

January 2020

During the reporting period, 5 complaints were received of which all are considered closed and none are considered to remain open. Only 1 complaint related to construction activity under SSD-9113. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Emergency
31/01/2020	31/01/2020	Contact made via project phone number	Contact regarding noisy construction work during extended working hours	Ausgrid	Out of hours work occurring for traffic and safety reasons. Nature of works explained to resident and anticipated time of completion. Information related to ongoing construction activity and noise mitigation measures detailed.	Closed	No
29/01/2020	30/01/2020	Contact made via project phone number	Contact regarding noisy construction work during extended working hours	Ausgrid	Out of hours work occurring for traffic and safety reasons. Phone call returned, and nature of works explained to resident. Information related to ongoing construction activity and noise mitigation measures detailed.	Closed	No
29/01/2020	30/01/2020	Contact made via project email	Contact regarding noisy construction work during extended working hours	Ausgrid	Out of hours work occurring for traffic and safety reasons. Return email sent to stakeholder providing a description of works that occurred, mitigation measures in place and community notification processes. Stakeholder encouraged to make phone contact should they have ongoing concerns or wish to receive further information.	Closed	No

COMPLAINTS REGISTER

22/01/2020	22/01/2020	Contact made via project phone number	Contact regarding a planned power outage by Ausgrid	N/A	Stakeholder referred to Ausgrid as the relevant authority regarding the planned outage with any concerns.	Closed	No
14/01/2020	14/01/2020	Contact made during residential door knock	Property damage contact	SSD-9113	Project team arranged inspection of balcony in response to stakeholder concern that damage may have been caused by construction activity. Inspection identified an underlying issue and damage not caused by construction. Resident advised of assessment outcome and recommendation to seek third party building inspection should there be concern with the outcome of the inspection.	Closed	No

December 2019

During the reporting period, 3 complaints were received of which all are considered closed and none are considered to remain under open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Emergency
19/12/2019	19/12/2019	Contact made during residential door knock	Dust levels.	SSD-9113	Explanation of measures in place to manage dust communicated to resident including a summary of additional dust measures to be implemented over the Christmas site closure. Investigation by the project team confirmed construction activities and dust mitigations consistent with planning approval requirements. Ongoing monitoring of air quality levels is occurring where any exceedances trigger a review of work methodology and mitigation measures. Broader air quality issues across Sydney were also noted.	Closed	No
17/12/2019	17/12/2019	Contact made via project community contact phone number	Campus changes to Hospital car park entry.	SSD-9113	An update on construction activities underway on site, including associated access changes to the campus car park, was provided. It was also noted that consultative processes for works on Hospital Road include representatives from each Hospital in planning and decision making. Hospital and emergency access is maintained at all times.	Closed	No
14/12/2019	20/12/2019	Contact made via project email address	Lighting displayed on Tower Crane causing sleep disturbance.	SSD-9113	Tower Crane safety lighting is mandated by approving authorities' requirements. In response to an earlier complaint, the project team sought approval of the relevant approving authorities to reduce lighting on the Tower Cranes. Lighting has been reduced on both Tower Cranes consistent with the minimum safety requirements of the approving authorities.	Closed	No

November 2019

During the reporting period, 8 complaints were received of which all are considered closed and none are considered to remain under open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Emergency?
28/11/2019	29/11/2019	Complaint made during residential door knock	Positioning of 'no stopping' parking signage.	SSD-9113	Project team reviewed positioning of 'no stopping' parking signage along Magill Street. Signage reinstated in original position.	Closed	No
22/11/2019	22/11/2019	Complaint made during residential door knock	Dust levels.	SSD-9113	Explanation of measures in place to manage dust communicated to resident. Project follow up confirmed activities underway were consistent with planning approvals. Ongoing monitoring of air quality levels occurring. Any exceedances to trigger review of work methodology and mitigation measures. Poor air quality noted across Greater Sydney.	Closed	No
18/11/2019	18/11/2019	Complaint made via project email address	Lighting displayed on Tower Crane causing sleep disturbance.	SSD-9113	Tower crane lighting displayed in accordance with approving authorities' requirements. Project team sought approval to reduce lighting displayed on Tower Crane. Approval granted and lighting reduced on vertical element of the crane.	Closed	No
18/11/2019	25/11/2019	Complaint made via project email address	Dust levels.	SSD-9113	Explanation of measures in place to manage dust communicated to resident. Project follow up confirmed activities underway were consistent with planning approvals. Ongoing monitoring of air quality levels occurring. Any exceedances to trigger review of work methodology and mitigation measures. Poor air quality noted across Greater Sydney.	Closed	No
08/11/2019	08/11/2019	Complaint made via project community contact phone number	Contractor parking in residential street.	Issue unrelated to the project	Investigation by project team confirmed the contractor vehicle unrelated to the Randwick Campus Redevelopment project. Resident advised to contact Randwick City Council to seek further information and investigation by Council ranger.	Closed	No
04/11/2019	14/11/2019	Complaint made via project email address	Insufficient spacing for cyclists to move between concrete barriers at intersection of Magill Street and Hospital Road.	SSD-9113	Project team conducted assessment of spacing between concrete barriers and deemed it feasible for repositioning to occur. Barriers repositioned to allow required cyclist spacing.	Closed	No

COMPLAINTS REGISTER

01/11/2019	08/11/2019	Complaint made via project email address	Water truck movement in residential street and proximity to private residence fence line.	SSD-9113	Project team conducted review into water truck movements and water main access points. Where available alternative water filling points will be used to limit movements in residential street. Water main access occurring under approval granted by Sydney Water.	Closed	No
01/11/2019	01/11/2019	Complaint made during residential door knock	Dust levels.	SSD-9113	Explanation of measures in place to manage dust communicated to resident. Project follow up confirmed activities underway were consistent with planning approvals. Ongoing monitoring of air quality levels occurring. Any exceedances to trigger review of work methodology and mitigation measures.	Closed	No

October 2019

During the reporting period, 3 complaints were received of which both are considered closed and none are considered to remain under open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Emergency?
31/10/2019	1/11/2019	Complaint made via project community contact phone number	Dust levels.	SSD-9113	Explanation of measures in place to manage dust communicated to resident. Project follow up confirmed activities underway were consistent with planning approvals. Ongoing monitoring of air quality levels occurring. Additional water-based dust suppression measures in place on project site. Any exceedances to trigger review of work methodology and mitigation measures.	Closed	No
26/10/2019	26/10/2019	Complaint made via project community contact phone number	Dust levels.	SSD-9113	Explanation of measures in place to manage dust communicated to resident. Project follow up confirmed activities underway were consistent with planning approvals. Ongoing monitoring of air quality levels occurring. Additional water-based dust suppression measures in place on project site. Any exceedances to trigger review of work methodology and mitigation measures.	Closed	No
01/10/2019	01/10/2019	Complaint made via project email address	Vibration levels.	SSD-9113	Explanation of measures in place to manage safe vibration levels communicated to resident. Ongoing monitoring of vibration levels in place. Any exceedances to trigger review of work methodologies and mitigation measures.	Closed	No

September 2019

During September 2019, 10 complaints were received of which all are considered closed and none are considered to remain under open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Emergency?
28/09/2019	30/09/2019	Complaint made via project email address	Vehicles parked close to intersection obstructing visibility when exiting residential street.	REF	Project team inspected location of vehicles parked at the Magill and Botany Street intersection. Vehicles confirmed as belonging to Authority (Jemena) undertaking work. Vehicle owners promptly relocated vehicles and made aware of visibility concerns. Project team confirmed no stopping signs remain in place and visible.	Closed	No
27/09/2019	27/09/2019	Complaint made via project email address	Noise levels.	SSD-9113	Explanation of measures in place to manage noise communicated to resident. Project follow up confirmed activities underway were consistent with planning approvals. Ongoing monitoring of noise levels occurring. Any exceedances will trigger review of work methodology and mitigation measures.	Closed	No
26/09/2019	26/09/2019	Complaint made via project community contact phone number	Unauthorised use of private driveway as turnaround point and parking in residential street.	REF	Project team reviewed images provided by resident. Vehicle identified as belonging to Authority (Jemena) conducting work in the area. Feedback provided to Authority for action. Additional no parking signage displayed in residential Street.	Closed	No
26/09/2019	26/09/2019	Complaint made via project community contact phone number	Dust levels.	SSD-9113	Explanation of measures in place to manage dust communicated to resident. Project follow up confirmed activities underway were consistent with planning approvals. Ongoing monitoring of air quality levels occurring. Any exceedances to trigger review of work methodology and mitigation measures.	Closed	No
12/09/2019	12/09/2019	Complaint made via project community contact phone number	Noise during night works. Reported no community notification of planned work received.	REF	Complaint related to out of hours work undertaken by an Authority (Optus). Resident provided with Authority's direct community contact number for complaints handling. Optus is a licenced telecommunications carrier approved to undertake these works.	Closed	No
12/09/2019	12/09/2019	Complaint made via project community contact phone number	Noise during night works. Reported no community notification of planned work received.	REF	Complaint related to out of hours work undertaken by an Authority (Optus). Resident provided with Authority's direct community contact number for complaints handling. Optus is a licenced telecommunications carrier approved to undertake these works.	Closed	No

COMPLAINTS REGISTER

12/09/2019	12/09/2019	Complaint made via project community contact phone number	Noise during night works. Reported no community notification of planned work received.	REF	Complaint related to out of hours work undertaken by an Authority (Optus). Resident provided with Authority's direct community contact number for complaints handling. Optus is a licenced telecommunications carrier approved to undertake these works.	Closed	No
10/09/2019	10/09/2019	Complaint made via project community contact phone number	Unauthorised parking in residential street in 'no stopping zone'	SSD-9113	Project team inspected vehicle parked in no-stopping zone. Vehicle identified as known to project team and promptly relocated. Reminder of parking restrictions provided to project workforce through daily tool- box talks.	Closed	No
05/09/2019	06/09/2019	Complaint made via project email address	Unauthorised use of private driveway as a turnaround point.	Issue unrelated to the project	Project team reviewed video footage provided by resident. Private vehicles not known to project team.	Closed	No
04/09/2019	04/09/2019	Complaint made via project email address	Unauthorised use of private driveway as turnaround point and parking in residential street.	Issue unrelated to the project	Project team reviewed video footage provided by resident and inspected vehicles parked adjacent to project site in a no-stopping zone. Private vehicles not known to project team. Reminder of parking restrictions provided to project workforce through daily tool-box talks. Additional no parking signage displayed in residential street.	Closed	No

August 2019

During August 2019, 4 complaints were received of which all are considered closed and none are considered to remain under open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Emergency?
29/08/2019	29/08/2019	Feedback provided during community information session	Vibration levels.	SSD-9113	Explanation of measures in place to manage safe vibration levels communicated to resident. Project follow up confirmed activities underway were consistent with planning approvals. Ongoing monitoring of vibration levels in place. Any exceedances to trigger review of work methodologies and mitigation measures. Community member encouraged to use project community contact phone number and email address to report any ongoing concerns.	Closed	No
23/08/2019	23/08/2019	Complaint made via project email address	Debris on residential road following completion of works.	SSD-9113	The work area was inspected and an addition street sweep and cleaning of the road surface was undertaken. The Project team routinely inspect work areas external to project site at the completion of scheduled work.	Closed	No

COMPLAINTS REGISTER

21/08/2019	21/08/2019	Complaint forwarded by Randwick City Council	Pedestrian management and worker behaviour as part of temporary pedestrian diversion.	SSD-9113	As a result of an investigation conducted by the project team a daily review of pedestrian management controls and directional signage has been initiated. A site 'tool box talk' reiterated to traffic controllers their obligations for interacting with public.	Closed	No
21/08/2019	21/08/2019	Complaint made via project email address	Unauthorised parking in residential street.	SSD-9113	The Stakeholder Engagement Manager investigated the complaint and found a private vehicle in Magill Street had been issued a parking infringement notice by Randwick City Council. The vehicle was later moved. A reminder of parking restrictions was also provided to the project workforce through daily tool-box talks.	Closed	No

July 2019

During July 2019, 4 complaints were received of which all are considered closed and none are considered to remain under open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Emergency?
23/07/2019	23/07/2019	Complaint made during residential door knock	Vibration	SSD-9113	Explanation about mitigation measures in place to manage safe vibration levels were communicated to the resident. A review of construction activities at the time of the reported incident confirmed activities underway were consistent with planning approvals. Ongoing monitoring of vibration levels in place.	Closed	No
23/07/2019	23/07/2019	Complaint made during residential door knock	Dust	SSD-9113	Explanation about mitigation measures in place to manage dust impacts were communicated to the resident. A review of construction activities at the time of the reported incident confirmed activities underway including site watering were consistent with planning approvals. Ongoing monitoring of air quality levels is occurring.	Closed	No
23/07/2019	23/07/2019	Complaint made during residential door knock	Noise	SSD-9113	Explanation about mitigation measures in place to manage noise were communicated to the resident. A review of construction activities at the time of the reported incident confirmed activities underway were consistent with planning approvals. Ongoing monitoring of noise levels is occurring.	Closed	No
05/07/2019	05/07/2019	Complaint made via project community contact phone number	Traffic - Use of private driveway as a vehicle turnaround point.	Issue unrelated to the project	Observations during an investigation conducted by the project team determined that vehicle movements are behaviours of privately-owned vehicles unrelated to the Randwick Campus Redevelopment.	Closed	No

June 2019

During June 2019, 3 complaints were received of which all are now considered closed and none are considered to remain under open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status	Emergency?
19/06/2019	19/06/2019	Complaint made via project community contact phone number	Surveyor line markings on Magill Street.	SSD-9113	Line markings as part of ongoing surveying work in Magill Street. Line marking from verge in front of residential property removed.	Closed	No
12/06/2019	12/06/2019	Complaint made via project email address	Traffic -Contractor parking in non-designated area.	SSD-9113	Contractor vehicle relocated to approved parking area.	Closed	No
12/06/2019	12/06/2019	Complaint made via project community contact phone number	Traffic - Truck parking in non-designated area.	Issue unrelated to the project	Vehicle confirmed as unrelated to the project.	Closed	No