

RANDWICK CAMPUS REDEVELOPMENT

Sydney Children's Hospital Stage 1 and Minderoo Children's Comprehensive Cancer Centre

Complaints Register

As at 31 August 2022



Randwick Campus Redevelopment:

Sydney Children's Hospital Stage 1 and Minderoo Children's Comprehensive Cancer Centre

The Randwick Campus Redevelopment maintains a 24hr Community Contact Line (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 approval SSD-10831778, the Randwick Campus Redevelopment is required to keep a record of all complaints received relating to the Sydney Children's Hospital Stage 1 and Minderoo Children's Comprehensive Cancer Centre project.

The Project Complaints Register is updated monthly and made publicly available on the Randwick Campus Redevelopment 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

Summary of most recent reporting period

Details of all complaints received on the project are outlined in the table below.

Complaints register

The below table summarises complaints received as at 31 August 2022.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Project response	Complaint status	Is this complaint an emergency
27/07/2022	2/08/2022	Project Inbox	Complaint received from community member that construction notification for night works was not received.	Community member provided an explanation of the works and copy of the notification as distributed to the community.	Closed	No
27/06/2022	30/06/2022 and 08/07/2022	Community Infoline	Traffic complaint received from community member about trucks arriving early and not travelling on approved construction traffic route.	Investigation undertaken and corrective actions implemented with sub-contractor workforce to prevent reoccurrence. Stakeholder advised of the outcome.	Closed	No
