LORETO KIRRIBILLI COMPLAINTS & ENQUIRIES REGISTER

	Date	Complaint or Enquiry	Method of contact	Number of persons affected	Nature of the Complaint	How was this addressed?	Action taken	Mediation used?	Resolved?
1	6/5/19	Enquiry	Email	1	Interested in plans for providing specific updates to the current Year 11 students and parents given that they will be the most impacted during their HSC year.	Confirmed that regular updates will be provided, with timeframes and mechanisms to be confirmed well ahead of Nov 2019	Email	No	Yes
2	6/5/19	Enquiry	Email	1	Will Year 2 classes have to move?	Advised that the preparatory works- including the demolition of B-Block in the July holidays - will result in a reduction in the overall cost of the project and significantly improve efficiencies, including removing the need to relocate the Junior School during construction.	Email	No	Yes
3	6/5/19	Enquiry	Phone	1	Met briefly during doorknocking notification to neighbours. She called seeking more information regarding location of B-Block. Said she would walk past the school and be in touch if further questions.	Advised re location of B-Block being on Carabella side of the school	Phone	No	Yes
4	7/5/19	Enquiry	Email	2	Further to receipt of notification, requested to meet.	Met with the neighbour to discuss her enquiries	Meeting	No	Yes
5	8/5/19	Enquiry	Email	1	Seeking advice on completion date	Advised that scheduled completion date is December 2020	Email	No	Yes
6	9/5/19	Complaint	Phone	1	Complained that no specific notification received re Elamang Ave being "cordoned off"	Explained that traffic management was related to "site preparation" works as advised in notification; advised that more disruption would occur next Monday and Tuesday due to craning in temporary classrooms	Phone	No	Yes
7	9/5/19	Enquiry	Phone	1	Queried whether power outage due to project	Confirmed power outage not related	Phone	No	Yes
8	16/5/19	Enquiry	Phone	1	Enquiry re temporary classrooms	Information provided	Phone	No	Yes
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