



LORETO KIRRIBILLI COMPLAINT/ENQUIRY REGISTER

Date	Complaint or Enquiry	Method of contact	Number of persons affected	Nature of the Complaint/ Enquiry	How was this addressed?	Action taken	Mediation used?	Closed?	
1	6/05/2019	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	6/05/2019	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	6/05/2019	Enquiry	Phone	1	Met briefly during door knocking 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	7/05/2019	Enquiry	Email	2	Further to receipt of notification, requested to meet.	Met with the neighbour to discuss her enquiries	Meeting	No	Yes
5	8/05/2019	Enquiry	Email	1	Seeking advice on completion date	Advised that scheduled completion date is December 2020	Email	No	Yes
6	9/05/2019	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	9/05/2019	Enquiry	Phone	1	Queried whether power outage due to project	Confirmed power outage not related	Phone	No	Yes
8	16/05/2019	Enquiry	Phone	1	Enquiry re temporary classrooms	Information provided	Phone	No	Yes
9	28/06/2019	Enquiry	Phone	1	Are works being undertaken on eastern side of school grounds	Confirmed works occurring on western side	Phone	No	Yes
10	28/06/2019	Enquiry	Email	1	Seeking details on how trucks will approach Carabella St	Sought more details from developer; Responded with details of streets approved for use	Email	No	Yes
11	2/07/2019	Enquiry	Phone	1	Seeking clarification on location of B-Block	Explained location of B Block	Phone	No	Yes
12	1/07/2019	Enquiry	Email	1	Query re impact of construction vehicles on local streets	Advised that construction vehicles not allowed to park or wait in local streets	Email	No	Yes
13	1/08/2019	Enquiry	Phone	1	Query re details of modification application	Arranged for someone to meet with him to discuss the modifications in detail	Phone	No	Yes
14	2/08/2019	Enquiry	Face-to-face	1	Concerns re S4.55 modifications	School representatives and Project Manager met with residents	Meeting	No	Yes
15	5/08/2019	Enquiry	Face-to-face	1	Concerns re S4.55 modifications	Further meeting to explain details of S4.55 modifications	Meeting	No	Yes
16	6/08/2019	Enquiry	Phone	1	Emergency egress to Elamang? What the egress pathway looks like to the west of the Gym. Retaining wall requirements to the Western boundary? Concern regarding bike access along Elamang for End of Trip facilities.	Concerns noted with longer term engagement activities identified	Phone	No	Yes
17	27/08/2019	Enquiry	Phone	1	Has a builder been appointed	Returned call to advise no builder appointed	Phone	No	Yes
18	28/10/2019	Complaint	Phone	1	Concerned about noise of trucks in McDougall St, particularly with tourists there for jacaranda trees	Advised that route approved by NSC; subsequently advised that route under review	Phone	No	Yes
19	29/10/2019	Complaint	Email	1	Concerned about trucks in McDougall St esp. with tourists there for jacaranda trees	Advised that route approved by NSC; subsequently advised that route under review	Email	No	Yes
20	29/10/2019	Complaint	Email	1	Concerned about trucks in McDougall St esp. with tourists there for jacaranda trees	Advised that route approved by NSC; subsequently advised that route under review	Email	No	Yes
21	29/10/2019	Complaint	Phone	1	Concerned about trucks in McDougall St esp. with tourists there for jacaranda trees	Discussed concerns; undertook to get back to him	Phone	No	Yes
22	29/10/2019	Complaint	Email	1	Concerned about trucks in McDougall St esp. with tourists there for jacaranda trees	Advised that route approved by NSC; subsequently advised that route under review	Email	No	Yes
23	1/11/2019	Enquiry	Email	1	Asking how will the building works impact the girls sitting the 2020 HSC	School's absolute priority, particularly for HSC students, and the School is therefore committed to limiting the impacts of the construction of the Innovation Centre on students.	Email	No	Yes
24	6/11/2019	Enquiry	Email	1	Seeking update re trucks in McDougall St	Confirmed that no trucks in McDougall St	Email	No	Yes
25	20/11/2019	Enquiry	Email	1	Enquiry re new student pick-up arrangements	Advised the enquirer who to contact	Email	No	Yes
26	27/11/2019	Complaint	Phone	2	Seeking information about jack-hammering advised that seeking more information and will call back	Called back with additional information regarding the activities and engagement plan to advise of future works	Phone	No	Yes
27	2/12/2019	Enquiry	Email	1	Enquiry re new student pick-up arrangements	Provided previously published information from the school newsletter	Email	No	Yes
28	31/12/2019	Complaint	Phone	1	Seeking information and raising concerns about noisy and dusty activities being undertaken at 8am.	Advised that the construction contractor onsite would be advised of these concerns and request for further dust mitigation. Indicated that the construction contractor would be advised of noisy works being undertaken to check compliance with approval conditions. Contractor provided evidence that all activities undertaken at 8am were compliant with approval conditions.	Phone	No	Yes
29	13/01/2020	Enquiry	Email	1	Seeking information and raising concerns about trucks parking in the street	Concerns passed to Managing Contractor to liaise with traffic managers and truck drivers	Email	No	Yes
30	13/01/2020	Enquiry	Email	1	Anticipated timeframe to complete excavation and in particular noisy and dusty activities	Indicative schedule provided to conclude excavation activities	Email	No	Yes
31	15/01/2020	Complaint	Email	1	Noise complaint lodged by Dept. of Planning on behalf of local resident	Formal response provided to Dept. of Planning regarding noise mitigation measures implemented with evidence of compliance	Email	No	Yes
32	24/01/2020	Enquiry	Email	1	Concerns around learning environment for Year 12	School Executive responded directly regarding initiatives taken to avoid disruption	Phone	No	Yes
33	28/01/2020	Enquiry	Email	1	Has a construction contractor been appointed?	Not at this stage with construction starting in mid March	Email	No	Yes

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					Explained noise mitigation monitoring and measures in place. Multiple contacts and engagements to support concerns. Letter provided on 20/02 outlining compliance with noise requirements to close out complaint.	Phone	No		
34	30/01/2020	Complaint	Phone	1	Noise complaint		No	Yes	
35	31/02/2020	Enquiry	Phone	1	Concern about truck movements on Carabella with loop configuration deemed preferable for safety and to ease congestion	Noted and feedback provided to Contractor with respect to the next traffic management plan at the start of construction	Phone	No	Yes
36	3/02/2020	Enquiry	Email	1	Requested to discuss impacts for tenant	Feedback provided regarding demolition activities and bulk excavation	Email	No	Yes
37	8/02/2020	Complaint	Email	1	Noise complaint	Information provided regarding the approved hours for noisy activities. Letterbox drop as a follow up	Phone	No	Yes
38	12/02/2020	Complaint	Email	1	Noise Complaint	Information provided regarding the approved hours for noisy activities.	Phone	No	Yes
39	13/02/2020	Complaint	Phone	1	Noise complaint	Information provided regarding the approved hours for noisy activities.	Email	No	Yes
40	3/03/2020	Enquiry	Email	1	Request to change contact details for notifications	Changes implemented as requested and response provided	Phone	No	Yes
41	6/03/2020	Complaint	Email	1	Noise complaint and request to see consent conditions	Information on approved construction hours provided with link to consent conditions	Email	No	Yes
42	10/03/2020	Enquiry	Email	1	Seeking opportunity to support the project through provision of commercial services	Passed information to leading contractor for their consideration	Email	No	Yes
43	23/03/2020	Enquiry	Email	1	Concerns about bulk excavation completion date and noise impacts	Updated information provided including letterbox notification	Email	No	Yes
44	23/03/2020	Complaint	Phone	1	Concerns about bulk excavation completion date and noise impacts	Updated information provided including letterbox notification	Email	No	Yes
45	24/03/2020	Enquiry	Phone	1	Question regarding completion timeframe for excavation	Call was returned and letterbox notification provided to broader community outlining revised timeframes	Phone	No	Yes
46	26/03/2020	Enquiry	Phone	1	Concerns about bulk excavation completion date and noise impacts	Updated information provided including letterbox notification	Phone	No	Yes
47	27/03/2020	Complaint	Phone	1	Concerned about noise impacts within the respite period. Requested further investigation	Returned call and indicated action had been taken to further investigate onsite activities	Phone	No	Yes
48	31/03/2020	Enquiry	Phone	1	Concerns raised about the implementation of social distancing on site	Returned call to explain social distancing protocols and further actions undertaken	Phone	No	Yes
49	3/04/2020	Enquiry	Phone	1	Request to receive letterbox notification recently distributed	Letterbox notification emailed with process implemented for further distributions	Phone	No	Yes
50	3/04/2020	Complaint	Phone	1	Concerns about bulk excavation noise impacts given community now working from home	Explained consent conditions for the project, respite periods and noise mitigation being undertaken	Phone	No	Yes
51	3/04/2020	Enquiry	Phone	1	Question regarding extension of hours now available via Dept. of Planning on construction sites	Indicated that Loreto Kiribilli will not be extending construction hours for bulk excavation	Phone	No	Yes
52	7/04/2020	Complaint	Phone	1	Concerns about bulk excavation noise impacts given community now working from home	Explained consent conditions for the project, respite periods and noise mitigation being undertaken	Phone	No	Yes
53	14/04/2020	Enquiry	Phone	1	Request to discuss project timeline and completion of works	Return call to provide specific details regarding project timeframe	Phone	No	Yes
54	16/04/2020	Complaint	Phone	1	Concerned about current noise levels given COVID stay at home situation.	Provided an update on project timeframes and status of bulk excavation activities	Phone	No	Yes
55	16/04/2020	Enquiry	Phone	1	Concerns about the level of noise	Returned call and also provided an email response outlining timeframe to complete bulk excavation including increased respite period	Phone	No	Yes
56	16/04/2020	Enquiry	Phone	1	Concerns about noise impacts	Returned call and provided an update on project timeframes and status of bulk excavation activities	Phone	No	Yes
57	20/04/2020	Complaint	Phone	1	Concerns about timeframe to complete bulk excavation given previous letterbox notification	Returned call and advised that bulk excavation is now complete and the crew on site are completing general construction activities and detailed work as required.	Phone	No	Yes
58	20/04/2020	Complaint	Phone	1	Requested timeframe for completion of bulk excavation in relation to noise impacts	Provided project timeline and description of current activities. Also outlined how to access noise monitoring information and reports available on the Loreto Kiribilli website	Phone	No	Yes
59	21/04/2020	Enquiry	Phone	1	Concerns about ongoing noise and timeline to complete bulk excavation	Provided verbal update of project timeline to complete bulk excavation	Phone	No	Yes
60	21/04/2020	Enquiry	Phone	1	General question regarding project timeline	Response provided from general project information Q&A	Phone	No	Yes
61	22/04/2020	Complaint	Phone	1	Noise complaint	Provided links to consent conditions for the project and further detailed information from the construction team on noise results	Phone	No	Yes
62	22/04/2020	Enquiry	Phone	1	Noise complaint in relation to project timeline for completion of bulk excavation	Provided verbal update of project timeline to complete bulk excavation	Phone	No	Yes
63	23/04/2020	Complaint	Email	1	Noise complaint	Requested further action and response from construction team and demonstrated compliant with consent conditions for the project	Email	No	Yes
64	23/04/2020	Complaint	Phone	1	Noise complaint in relation to project timeline previously communicated	Provided an update of current activities and project timeline	Phone	No	Yes
65	23/04/2020	Enquiry	Phone	1	Check in regarding broad project timeline and next steps	Provided update on specific activities forecast over the next week	Phone	No	Yes
66	28/04/2020	Enquiry	Phone	1	Fallen branches from truck movement on the corner of Carabella and Willoughby Rds.	Provided call to Managing Contractor to organise clean up	Phone	No	Yes
67	17/08/2020	Complaint	Email	1	General complaint about community engagement. Enquiry around works over the Christmas break.	Provided reassurance of our commitment to minimising impact and providing project updates.	Email	No	Yes
68	21/08/2020	Complaint	Phone	1	Complaint around construction workers congregating outside of residence in the past.	Provided assurance that residents would be notified of works as soon as timing is approved. Advised that complaints raised would be directed to the school and contractor.	Phone	No	Yes
69	8/10/2020	Complaint	Email	3	Concerns about worker behavior in the past outside residential properties on Carabella Street	Provided commitment regarding standards of behaviour. Reinforced use of communication channels and mitigation measures in place	Email	No	Yes



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70	9/10/2020	Enquiry	Face-to-face	1	Requested information regarding the mobile crane parked in Elamang Avenue	Details of approved traffic management plan provided to demonstrate compliance	Face-to-face	No	Yes
71	16/10/2020	Enquiry	Phone	1	Questioned whether there would be noise impacts to HSC students	Return call provided with reassurance from Project team and school	Phone	No	Yes
72	21/10/2020	Enquiry	Phone	1	Business looking for update on project status and opportunity to participate	Returned call to provide status update	Phone	No	Yes
73	13/11/2020	Complaint	Phone	1	Noise complaint	Returned call to provide status update	Phone	No	Yes
74	13/11/2020	Complaint	Phone	1	Noise complaint	Explained consent conditions for the project and respite periods	Phone	No	Yes
75	16/11/2020	Complaint	Phone	1	Noise complaint	Returned call to provide status update	Phone	No	Yes
76	25/11/2020	Complaint	Email	3	Crane installation related parking concerns.	Returned email to advise the contractor would be notified of the issue.	Email	No	Yes
77	30/11/2020	Complaint	Phone	1	Crane installation related parking concerns.	Returned email to advise the contractor would be notified of the issue.	Phone	No	Yes
78	30/11/2020	Complaint	Email	1	Crane installation related parking concerns.	Returned email to advise the contractor would be notified of the issue. Returned email to advise the contractor would be notified of the issue. Provided a copy of the recent neighbour notification, including the traffic management map.	Email	No	Yes
79	1/12/2020	Complaint	Email	1	Crane installation related parking concerns.	Returned email to advise the contractor would be notified of the issue.	Email	No	Yes
80	2/12/2020	Complaint	Phone	1	Community concern related to parking and impact on school pick up traffic.	Returned call to provide parking and project status update.	Phone	No	Yes
81	3/12/2020	Complaint	Phone	1	Noise complaint.	Returned call to advise the contractor would resolve the issue.	Phone	No	Yes
82	4/12/2020	Complaint	Phone	1	Vibration complaint, crane safety and traffic concerns.	Return calls to advise of the responses from the contractor. Copy of the Noise and Vibration testing document provided.	Phone/email	No	Yes
83	4/12/2020	Complaint	Phone	1	Concerns about the impact of North Sydney Council asphaltting works in addition to project works.	Return call to advise contractor had been notified and the asphaltting would not impact the project.	Phone	No	Yes
84	17/12/2020	Complaint	Phone	1	Noise complaint.	Returned to call to advise the contractor would be notified.	Phone	No	Yes
85	10/03/2021	Complaint	Email	1	Parking complaint	Advised the contractor works within the Council approved Traffic Management Plan.	Email	No	Yes
86	20/03/2021	Enquiry	Phone	1	Timing for project completion.	Advised the project is scheduled for completion end of 2021	Phone	No	Yes
87	31/03/2021	Complaint	Email	1	Neighbour notification was yet to be delivered to letterbox.	Delivery was due for late afternoon and to advise if the notification remained undelivered.	Email	No	Yes
88	10/05/2021	Complaint	Email	5	Traffic noise	Advised the contractor works within the Council approved Traffic Management Plan.	Email	No	Yes
89	10/05/2021	Enquiry	Email	1	Positive feedback regarding Richard Crookes Constructions professionalism.	Feedback forwarded to the construction team.	Email	No	Yes
90	12/05/2021	Complaint	Email	1	Noise concerns, queried noisy works hours.	Advised contractor was working within noise conditions. Reassured we are committed to minimising disruption and processes would be implemented to delay the start time.	Email	No	Yes
91	31/05/2021	Complaint	Phone	1	Parking complaint	Advised the contractor works within the Council Traffic Management Plan and will again remind the construction team and contractors to take public transport to work and to park away from the site. Reassured we are committed to minimising disruption as much as possible.	Call	No	Yes
92	30/06/2021	Complaint	Phone	1	Noise concerns due to vehicles	Advised the contractor works within the Council Traffic Management Plan and will again remind the construction team and contractors to take public transport to work and to park away from the site. Reassured we are committed to minimising disruption as much as possible.	Call	No	Yes
93	14/07/2021	Complaint	Phone	1	Noisy works	Advised contractor was working within noise conditions. Reassured we are committed to minimising disruption and processes would be implemented to delay the start time.	Call	No	Yes
94	23/08/2021	Complaint	Phone	1	Noise concern due to vehicles	Advised that will again remind the construction team and contractors to take public transport to work, and to park away from the site.	Call	No	Yes
95	1/09/2021	Enquiry	Phone		Enquiry about Covid safety on site	Advised that NSW Health is satisfied with measures taken to mitigate the risk on the site. If any concerns about COVID risk, please contact NSW Health.	Call	No	Yes
96	8/09/2021	Complaint	Email		Concerns about parking	Advised that -Contractors are encouraged to take public transport where they can, as per the TMP. -Under normal circumstances contractors are encouraged to car pool (as per the TMP). However, under COVID restrictions, carpooling is not allowed. -The site manager has reminded the contractors that they are encouraged to use public transport.	Call/Email	No	Yes
97	9/09/2021	Complaint	Email		Concerns about noise and enquiry about project progress and completion date	Advised that contractor will minimise noise as possible. Advised that it is not possible at this time to forecast project progress and project completion date due to uncertainties and limited capacity due to COVIDsafe practices, but will let community know the date as soon as it is available.	Call/Email	No	Yes
98	16/09/2021	Enquiry	Email		Enquiry about project progress and completion date	Advised that it is not possible at this time to forecast project progress and project completion date due to uncertainties and limited capacity due to COVIDsafe practices, but will let community know the date as soon as it is available.	Call/Email	No	Yes