

# Multi-Trades and Digital Technology Hub at TAFE NSW Meadowbank Complaints Register

Last updated 18 January 2021

This is a register of complaints received by School Infrastructure NSW about the Multi-Trades and Digital Technology Hub at TAFE NSW Meadowbank since the State Significant Development application was granted (SSD-10349). A complaints register is a requirement for all SSD projects.

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
August 2020				No complaints received during August 2020	N/A	N/A
8 September 2020	TBC	Email	Traffic	Truck drivers reminded to use the correct routes as per the approved traffic plan.	Closed	No
October 2020				No complaints received during October 2020	N/A	N/A
November 2020				No complaints received during November 2020	N/A	N/A
December 2020				No complaints received during December 2020	N/A	N/A

Date of complaint	Date of response	Method of complaint	Nature of complaint	SINSW response	Complaint status	Is this complaint an emergency
7 January 2021	8 January 2021	SMS/Phone	Traffic Management	Investigations confirmed that a truck used an incorrect route. Sub-contractor was reminded of the correct route and advised to follow it at all times.	Closed	No
12 January 2021	13 January 2021	SMS	Traffic Management	Investigations confirmed that trucks used an incorrect route. Sub-contractor was reminded of the correct route and advised to follow it at all times.	Closed	No
13 January 2021	13 January 2021	SMS	Traffic Management	Investigations confirmed that trucks used an incorrect route. Sub-contractor was reminded of the correct route and advised to follow it at all times.	Closed	No
13 January 2021	13 January 2021	Email	Traffic Management	Investigations confirmed that an oversized truck had to stop in the roadway for safety reasons related to overhead wiring. The issue was rectified and the truck continued to site. The service provider will be informed of the problem, and traffic management will be used to manage future issues as required.	Closed	No