

No.	Date & time received by Infrastructure NSW	Method of receipt	Details of complaint or enquiry	Response to complaint or enquiry and closure details	Date & time closed
1	25/07/2024 08:57	In person	A member of the general public interacted with FDC Site Foreman on the Star gazer lawns during the install of our temporary hoardings and screens to the parklands. The individual was frustrated at the install of the hoardings and screens as it is impacting his view of the parklands.	Site Foreman provided Complainant with a community card and assured him the screens are only installed for a limited period. Complainant remained unhappy. The individual did not provide any details and left soon after. No follow up is possible as no name or contact details were provided.	25/07/2024 08:57
2	20/08/2024 17:30	Incoming phone call	Stakeholder is hosting a lunch in coming days. Last week the work was "very noisy". Stakeholder asked whether works would be noisy this coming Friday?	FDC responded: the work last week was rock bolting which was noisy work. A specific notification had been door knocked/delivered. Rock bolting had finished as per the program of work and the notification last Friday 16 August. Communicated to the Complainant that work this week is general construction which should not be as noisy.	20/08/2024 11:40
3	20/08/2024 12:44pm	Email	Arrived at the Cutaway via Metro and was unable to use the lift due to construction.	Responded and provided details about the alternative access arrangements in place during temporary closure of the lift. Feedback has been noted.	23/8/2024 12:18pm
4	20/08/2024	Email	Arrived at the Cutaway entrance to use the buggy. The buggy was late.	Investigated the situation and responded noting the buggy had been attending other duties in the precinct and arrived later than scheduled. Feedback has been noted.	21/8/2024 12:25pm
5	5/09/2024 7:29pm	Email	Hoarding lighting shining into bedroom windows	The offending light was turned off and Council notified. Lighting shrouds were installed and the light turned on.	6/09/2024 1:43 PM
6	6/09/2024 4:19pm	Email	Lack of signage for buggy service	Signage and map availability highlighted to Stakeholder. Further matters raised regarding buggy operation addressed.	15/09/2024 3:53pm
7	11/11/2024 1:43pm	Phone	Complaint received about noisy works during respite period and with issues contacting FDC. The complaint was submitted by the Millers Point Community Resident Action Group to Placemaking NSW on behalf of two residents.	Noise monitoring logs checked by PM showing no exceedances. Works will henceforth not be undertaken during respite periods. Stakeholders contacted and outcome discussed. Care packages delivered to affected residents by FDC. FDC investigated failure of 1800 number and ensured restoration of correct operation.	12/11/2024 2:30pm
8	22/11/2024 3:23pm	Email	Public safety concerns regarding franna operations on Merriman Street	Engaged with WHS coordinator, reviewed work processes on the day, reviewed standard procedures, and toolboxed team to ensure that safety standards are not compromised. Communicated these actions to Complainant.	25/11/2024 2:42pm
9	28/11/2024 5:15pm	Phone	Noise complaint – demo saw during noise respite period	Noise monitoring showed no exceedances of the 75dB post-5pm threshold. Team toolboxed on noisy works even when internal to the Cutaway during respite periods.	28/11/2024 5:45pm
10	01 July 2025 12:28	Email	Complaint received via Placemaking NSW regarding worker behaviour	FDC have completed a toolbox talk to all works regarding the issue raised..  We have requested all contractors take note / conscious of public personnel around.	2/07/2025 11:00am

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				Further to this, we have placed an FDC employee up at this spot during peak smoke breaks to help move the workers along.	