

COMPLAINTS REGISTER



Project Name: Westmead Catholic Community GLA
Project No.: 2677

Reference no.	Date	Time	Mode of Compla	Nature of Complaint	Complaint Comments	Action taken	Status
1	5/02/2025	4:30pm	Email	Dust	CSPD received a complaint from DPIE: •Signs of asbestos were on site. •There was dust seen coming from the site. Giles Bloxham from DPIE requested to inspect site as a follow up action.	Kane provided a formal written response to the DPIE complaint (Aconex reference Kane C-GCOR-001051) Kane facilitated a site inspection by DPIE. No follow up or corrective action noted following the response and the inspection.	Closed
2	18/02/2025	3:28pm	Email	Noise	Complaint received from Darren Naidu (WCC Head of Facilities) in relation to noise. Concerns raised above the level of noise coming from site. Requested further information regarding site activities and noise levels.	Kane responded via Email on 18/2/2025 at 5:44pm detailing site activities and providing data relating to recorded noise levels, as well as mitigation strategies etc. Kane confirmed the site was operating within the noise threshold limits. Ongoing monitoring of noise.	Closed
3	18/02/2025	3:28pm	Email	Utilities	Complaint received from Darren Naidu (WCC Head of Facilities) in relation to excess water usage across the Campus.	Kane responded via Email on 18/2/2025 at 5:44pm detailing site activities and water usage. Water meter since installed, to be monitored and recorded monthly. Client to be reimbursed for usage.	Closed
4	27/02/2025	11:55am	Email	Traffic	Complaint received from Mary Refalo (Catherine McAuley) in relation to a Kane trucks running a red light.	Kane responded via Email on 27/2/2025 at 3:14pm detailing the sequence of events as witness by the Traffic Controller at Gate 2a. Kane confirmed the Trucks did not act in an illegal or negligent manner. However, improvements were noted relating to truck movements, communications upon approach to site, and general driver safety whilst on public roads.	Closed
5	28/03/2025	1:30pm	Verbal	Traffic	Jacky Zhou (WCC Head of ICT) visited the site office at approximately 1:30pm, notifying Kane of issues relating to Gate 3 operations.	Kane inspected the area with Jacky shortly thereafter, confirming a saw cut in the roadway made the night before, had damaged the sensor loop. Kane instructed its Civil contractor to immediately commence rectifying the issue. The Sensor was reconnected and Gate 3 operating as normal within the hour. Kane emailed WINIM on 31/03/2023 at 12:19PM to formally close out the complaint.	Closed
6	31/03/2025	3:56pm	Email	Rubbish	Complaint received from Darren Naidu (WCC Head of Facilities) in relation to rubbish left in the schools MSB room.	Kane removed the rubbish the next day on 1st April 2025	Closed

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7	1/04/2025	9:29am	Email	Safety	Complaint received from Darren Naidu (WCC Head of Facilities) in relation to slip lane works, noting the following: • Metal sticking out of ground where old island was , public pedestrian crossing alongside darcy rd gate 3 • Gate 3 entry all the way to road about is extremely dirty causing plumes of dust • Open pit alongside darcy rd kerb , coordinated off with bunting , no signage	Kane rectified all items that day and provided close-out photos to WINIM at 5:36PM	Closed
8	9/04/2025	10:59pm	Email	Utilities	Complaint received from Darren Naidu (WCC Head of Facilities) due to the schools scheduled rubbish collection being prevented as a result of slip lane night works road closures.	Kane removed rubbish from the bins on behalf of the school. The bin collection schedule was distributed to the Kane team, as well as to the Civil contractor team, to mitigate the issue happening again.	Closed
9	17/04/2025	5:01pm	Email	Utilities	Complaint received from Darren Naidu (WCC Head of Facilities) due to the schools scheduled rubbish collection being prevented as a result of slip lane night works road closures.	Kane to clearly communicate and notify the school in advance of any known changes to traffic/pedestrians conditions, including alternative pathways or routes.	Closed
10	12/05/2025	10:57am	Email	Carpark	Complaint raised about nails and bolts found adjacent to the building perimeter zones at the McAuley & Mother Teresa Carparks	Daily perimeter walks outside the building zone and collect any misc. debris / raise any issues. These walks are conducted by Kanes Safety coordinator.	Closed
11	14/05/2025	8:45am	Email	Parking	Complaint raised about workers parking in CSPD carparks	Kane issued a site wide email to all contractors. A Kane staff member was also put on patrol between the hours of 6am and 8am.	Closed
12	16/05/2025	9:55am	Email	Smoking	Complaint raised about workers smoking in the carpark and onsite.	Kane have reinforced to workers the no-smoking policy not only on the site but in the areas surrounding the site that are visible and accessible by the students and the staff.	Closed
13	23/05/2025	3:02pm	Verbal	Services	Complaint raised about an overflowing stormwater pit.	The flooding was caused by a downstream blockage in the stormwater system, which has now been identified and cleared. The affected line is fully operational.	Closed

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14	19/05/2025	12:00pm	Verbal	Noise	Mary raised concerns during the CSPD PCG Meeting around noise levels in the demountable classrooms.	Kane propose to install additional acoustic mats along the fence and to the back of the demountable. This will improve noise levels whilst maintaining light in the classrooms. Kane note that the noise levels monitored are well within the limits.	Closed
15	3/09/2025	6:38PM	Email	Dust	1. Increased dust in the air. 2. Smell coming over the fence. 3. Heavy duty machinery eg drill and crane in close vicinity of student splaying	1. Dust Increased dust suppression using hoses and sprinklers. Reduced truck movements on gravel access roads within the site where possible. Increased the frequency of cleaning the concrete access road to minimise residual dust settlement. 2. Odour Installing fans tomorrow to help direct the odour away from the school boundary. 3. Heavy Machinery During Play Times Liaise directly with the school prior to recommencing these works. Coordinate operations to avoid play times wherever possible.	Closed
16	19/11/2025	10:00am	Meeting	Dust	Dust in the air	Existing controls, including sprinklers, misters and routine hosing, are adequately managing dust in light and moderate wind conditions. In the event of strong winds, all deliveries and vehicle traffic on the temporary gravel hardstand will be paused to prevent dust impacts.	Closed
17	14/01/2026	9:00am	Meeting	Traffic	Catherine Moran raised concerns about the height/width of the speed hump at Gate 3.	Kane acknowledge it to be too steep and has since rectified the issue.	Closed