

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	<p>CSPD received a complaint from DPIE:</p> <ul style="list-style-type: none"> •Signs of asbestos were on site. •There was dust seen coming from the site. <p>Giles Bloxham from DPIE requested to inspect site as a follow up action.</p>	<p>Kane provided a formal written response to the DPIE complaint (Aconex reference Kane C-GCOR-001051)</p> <p>Kane facilitated a site inspection by DPIE. No follow up or corrective action noted following the response and the inspection.</p>	Closed
2	18/02/2025	3:28pm	Email	Noise	<p>Complaint received from Darren Naidu (WCC Head of Facilities) in relation to noise.</p> <p>Concerns raised above the level of noise coming from site.</p> <p>Requested further information regarding site activities and noise levels.</p>	<p>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.</p>	Closed
3	18/02/2025	3:28pm	Email	Utilities	<p>Complaint received from Darren Naidu (WCC Head of Facilities) in relation to excess water usage across the Campus.</p>	<p>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.</p>	Closed
4	27/02/2025	11:55am	Email	Traffic	<p>Complaint received from Mary Refalo (Catherine McAuley) in relation to a Kane trucks running a red light.</p>	<p>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.</p> <p>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.</p>	Closed
5	28/03/2025	1:30pm	Verbal	Traffic	<p>Jacky Zhou (WCC Head of ICT) visited the site office at approximately 1:30pm, notifying Kane of issues relating to Gate 3 operations.</p>	<p>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.</p>	Closed
6	31/03/2025	3:56pm	Email	Rubbish	<p>Complaint received from Darren Naidu (WCC Head of Facilities) in relation to rubbish left in the schools MSB room.</p>	<p>Kane removed the rubbish the next day on 1st April 2025</p>	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: <ul style="list-style-type: none"> • 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