

WESTERN SYDNEY STADIUM - COMPLAINTS REGISTER

Date of complaint	Time of complaint	Complaint source	Date of response	time of response	Stakeholders	Stakeholder Comments	Project Team Response
28/08/2018		Phone call	10/09/2018		[name removed]	The stakeholder complained about demolition of Parramatta War Memorial Swimming Pool and enquired if a war memorial will be built as part the new stadium.	The project team advised that there are no plans at the moment to build a replacement war memorial.
25/06/2018			25/06/2018		[name removed]	Stakeholder advised found graffiti on southern part of the Stadium site.	Graffiti immediately removed.
15/03/2018		Email	20/03/2018		[name removed]	The stakeholder sent an email to 2GB on 15 March and copied in the project enquiries email address. The stakeholder complaint about the seating application for the Western Sydney Stadium.	The project team passed enquiry to Venues NSW as future operators of the stadium.
30/01/2018		Phone call	2/02/2018		[name removed]	The stakeholder alleged that his car had been damaged, due to rubble in a green shopping bag on Victoria Road, to the north of the project site two weeks earlier.	The project team investigated the alleged incident, but was unable to confirm that the rubble referenced was from the project site given its location.
27/10/2017	1:30 PM	Phone call	27/10/2017	1:30 PM	[name removed]	The Assistant Principal of Our Lady of Mercy contacted the project team to advise there were two big trucks parked at Ross St. at 8am on Friday 27 October.	The project team briefed all sub-contractors that no trucks are to be parked in this location, and were reminded of the Traffic Management Plan that must be followed at all times. The stakeholder was advised of the actions taken, and was satisfied with the outcome.
17/04/2017	7:00 PM	Email	21/04/2017	3:30 PM	[name removed]	The stakeholder raised concerns that the artist impressions shown on the shade cloth placed on the boundary fence did not reflect the cultural diversity of the area.	The project team confirmed that there was no intention to exclude cultural diversity from the artist impressions used on the shade cloth, and that this would be considered in future artist impressions created for the project. No further comments were received from the stakeholder.
13/03/2017	11:15 AM	Phone call	13/03/2017	1:45 PM	Parramatta Swimming Centre management	Stakeholder complained about dust being generated from demolition activities.	Additional dust suppression measures were implemented immediately. The stakeholder was notified of the actions taken and was satisfied with the outcome.
13/02/2017 0:00	10:48 AM	Email	15/02/2017	12:05 PM	[name removed]	Vice-President of Camwest, raised concerns with the size of the directional signage installed, the location of the signage and requested for additional signage to be installed. The stakeholder also queried the consultation/communication activities undertaken to notify people of the changes.	The project team confirmed the consultation and communication activities undertaken to inform the community of the changes. An onsite meeting was offered to the stakeholder to go through the revised arrangements.
5/02/2017	9:15 PM	Email	7/02/2017	9:15 PM	[name removed]	Vice-President of Camwest, a local cycling advocacy group, emailed the project team with concerns about the site boundary fencing installed and lack of communication to park users about the access changes including directional signage around the park and stadium precinct. The stakeholder also raised concerns about the safety of alternate routes for cyclists.	Details on how cyclists and pedestrians can access the northern side of the stadium including a map was provided to the stakeholder. Directional signage showing the revised access around the stadium was installed. Note that an internal fence line was installed to maintain access along the north side of the stadium without requiring pedestrians or cyclists to travel through the Leagues Club carpark.
4/02/2017	10:45 AM	Phone call	4/02/2017	10:45 AM	[name removed]	Stakeholder commented that there were off cuts of fencing materials in Parramatta Leagues club car park. Stake holder was concerned that it could cause a puncture to the cars parked.	The project team visited site and the car park immediately after receiving the complaint and confirmed there was little to no redundant materials in the car park that could cause the issues the stakeholder raised. Fencing contractor was briefed to check to check perimeter fencing for off cuts etc. on public side before they leave work areas. A call to stakeholder was made the afternoon to advise of the action taken and was satisfied with the outcome.