



TWEED VALLEY HOSPITAL DEVELOPMENT



Complaints register

Updated 30 November 2021

The Tweed Valley Hospital Development maintains a Project Information Line and a dedicated project email address where community members can find out about the project, lodge feedback or complaints.

As a condition of State Significant Development approval SSD 10353 the Tweed Valley Hospital Development is required to keep a record of all complaints received on the project. This Complaints Register is updated monthly and made publicly available on the project website.

For more information on our complaint's resolution process, please refer to the project [Community Communication Strategy](#), available on the website.

Keep in touch with the Tweed Valley Hospital

Call: 1800 992 634

Email: tweedvalleyhospital@health.nsw.gov.au

Visit: www.tweedvalleyhospital.health.nsw.gov.au

Date of complaint	Date of response	Method of complaint	Nature of complaint	DA ref	Project response	Status
17/11/2021	18/11/2021	Email	Pot hole on Cudgen Road		The project team advised that Cudgen Road is a council owned road, and recommended that the complainant contact Council with their concerns.	Closed
27/10/2021	27/10/2021	Phone	Electric fence not turned back on		Following reinstatement works for private property, subcontractors did not turn the electric fence back on. Immediately rectified following notification from the landowner.	Closed
14/09/2021	-	Phone/email	Vehicle damage claim		Complainant states that his vehicle sustained damage when traveling past the hospital construction site. Contact details for the subcontractor identified in the initial complaint were provided; however the subcontractor advises that no contact has been made. Complaint is closed unless further contact from the complainant is initiated.	Closed
13/07/2021	15/07/2021	Phone	Site works start time enquiry		Project confirmed approved start time on site for the project.	Closed
11/05/2021	12/05/2021	Email	Security spotlight on at night		The spotlight has been redirected downwards to resolve the issue.	Closed
28/04/2021	3/05/2021	Phone	Lighting at the temporary car park at night		The lighting installed in the temporary car park is for safety purposes and are on a timer to switch on from 5am – 7am and again from 5pm – 7pm.	Closed
10/03/2021	11/03/2021	Phone	Vehicle damage claim		Project team requested information from complainant to verify vehicle damage was caused by construction related activities from site. Details were unable to be provided. The Project Team offered to meet with the Complainant, however no response was received. Complaint is considered closed.	Closed
2/03/2021	5/03/2021	Email	Pedestrian safety around Cudgen Road bus shelter works		In consultation with Tweed Shire Council, the bus shelter opposite TAFE NSW Kingscliff campus was fenced off to establish a safe working area while trenching works were carried out in February. A temporary bus pick-up point was established and sign-posted within the existing bus zone, with room for pedestrians to wait safely. The bus companies were advised in advance of the temporary changes. In addition to this, traffic control was in place while the works were being carried out to safely manage pedestrian access around the work site and to and from the temporary bus shelter.	Closed

Date of complaint	Date of response	Method of complaint	Nature of complaint	DA ref	Project response	Status
February 2021: Nil complaints received						
January 2021: Nil complaints received						
December 2020: Nil complaints received						
November 2020: Nil complaints received						

SSD2 works commenced on site November 2020.