

COMPLAINTS REGISTER

Status at April 2023

As a condition of State Significant Development approval (SSD 9241) the Campbelltown Hospital Redevelopment is required to keep a record of all complaints received on the project.

This Complaints Register is to be updated monthly and made publicly available on the project website www.campbelltownredevelopment.health.nsw.gov.au

For more information on our complaints resolution process, please refer to the project Community Communication Strategy, available on the website

Getting in touch

Stakeholders are able to interact with the project through the following ways:

- Visit the project website at www.campbelltownredevelopment.health.nsw.gov.au
- Contact by phone on 4634 4994 or
- email to SWSLHD-CampbelltownHospitalRedevelopment@health.nsw.gov.au

Reporting period: up to April 2023

During April 2023, no complaints were received and none are considered to remain under open. The number of complaints by category are summarised in the table below.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Development approval	Project Response	Complaint Status
22/8/19	23/8/19	Phone call	Visitor to site experienced difficulty identifying the changed location of accessible parking spaces		Complainant contacted and offered apology for inconvenience. Map of campus outlining accessible parking locations provided to complainant, distributed to Facility to provide to patients/visitors and distributed to Community via Facebook post and email distribution lists.	Closed
4/11/19	5/11/19	Email	Email received from local resident – concern raised about construction fencing blocking car spaces in hospital car park		Fencing installed for 1 business day to facilitate safe access to remove storage container. Fencing subsequently removed and parking spaces reinstated. Complainant contacted and offered apology for inconvenience.	Closed
3/2/20	3/2/20	Phone call	Visitor experienced difficulty parking and was concerned that staff may have been occupying most of the available spaces.		The complainant offered apology for inconvenience and advised additional car parking facilities would be opening during February soon to provide further spaces.	Closed
6/11/20	6/11/20	Email	Email received from local school – concern raised regarding increased vehicles parking in the vicinity of the school		Meeting with school Principal. Action plan implemented to resolve concerns. Apology for inconvenience and expected project timeframe communicated.	Closed
7/7/22	7/7/22	Facebook private message	Feedback received via Campbelltown Hospital Facebook private messages to raise concern regarding traffic signage along roadway outside new main entrance		Review conducted of traffic measures in place along roadway. Additional measures implemented to address concern areas. Complainant contacted and feedback provided. Subsequent feedback from Hospital indicates issue resolved.	Closed