

## Ryde Hospital Redevelopment – Complaints Register

**Last updated: 31 January 2025**

This complaint register has been prepared on behalf of the Health Infrastructure for the **Ryde Hospital Redevelopment**. This document is updated and published monthly to meet access to information requirements under the relevant project planning approval/s.

The below construction complaints have been recorded for the project.

### Getting in touch

- Call **9978 5411**
- Email **[HI-RydeHospitalRedev@health.nsw.gov.au](mailto:HI-RydeHospitalRedev@health.nsw.gov.au)**
- Visit **[www.rydehospitalredevelopment.health.nsw.gov.au](http://www.rydehospitalredevelopment.health.nsw.gov.au)**

### Reporting period – January 2025

There were no complaints received for the month of January 2025.

### Reporting period – September to December 2024

There were no complaints received.

## Reporting period – August 2024

There were three complaints received for the month of August 2024.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Project Response	Complaint Status	Is this complaint an Emergency
28/08/2024	28/08/2024	Social media	Complaint regarding traffic signage on residential streets.	Following an investigation, it was determined that the local council would be the most appropriate contact for the complaint. The community member was advised of outcome.	Closed	No
27/08/2024	27/08/2024	Community Infoline	Nearby resident raised concerns about temporary parking changes and reported that communication regarding the impacts has been unclear.	Investigation undertaken to assess temporary parking changes impacts. Community member advised of outcome.	Closed	No
16/08/2024	23/08/2024	Community Infoline	Nearby resident raised concerns about access to the hospital, noting an influx of traffic and inadequate signposting at the hospital entrance, which is causing potential access issues to the hospital.	Investigation undertaken to assess hospital access and car parking impacts. Community member advised of outcome.	Closed	No

## Reporting period – 2023 to July 2024

There were no complaints received.