

## Complaints register

This is a register of complaints received by Health Infrastructure about the \$940 million Royal Prince Alfred (RPA) hospital redevelopment. This is for complaints received in the March 2025 reporting period. A complaints register is a requirement of all SSD projects.

### Getting in touch

**Email** [rparedevelopment@health.nsw.gov.au](mailto:rparedevelopment@health.nsw.gov.au)

**Visit** [www.rpahospitalredevelopment.health.nsw.gov.au](http://www.rpahospitalredevelopment.health.nsw.gov.au)

Date of complaint	Date of response	Method of complaint	Nature of complaint	HI response	Status
06/03/25	12/03/25	Email	Noise HLS	<b><i>Complaint received detailed noise from Helicopter Landing Site (HLS).</i></b>  Email response provided: <ul style="list-style-type: none"><li>• An apology for the disruption and noise that has been experienced.</li><li>• As the temporary Helipad Landing Site is within the hospital campus, unfortunately there is no noise attenuation as part of this project.</li></ul> <b><i>Return email asking: when is the helipad expected to move back?</i></b>  Email response provided: <ul style="list-style-type: none"><li>• The temporary helipad is expected to be in use for approximately two years while the future 15-storey clinical services building is under construction.</li><li>• Following completion of the building and once the tower cranes are removed from site, the helipad will be relocated to its permanent position on the rooftop of the main hospital building.</li></ul>	
12/03/25	13/03/25				

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### Contact us

[rparedevelopment@health.nsw.gov.au](mailto:rparedevelopment@health.nsw.gov.au)

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27/03/25	01/04/25	Email	Noise HLS	<p>Complaint received detailed noise from Helicopter Landing Site (HLS).</p> <p>Email response provided:</p> <ul style="list-style-type: none"><li>• An apology for the disruption and noise that has been experienced.</li><li>• Detailed that we are unable to alter the use of such a critical service that helps the people of NSW.</li><li>• Details on the activity quoted is based on previous data and is an average of the volume experienced previously across the year. We would expect that the actual number of movements will fluctuate from month to month.</li></ul>
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