

Complaints register

This is a register of complaints received by Health Infrastructure about the \$940 million Royal Prince Alfred (RPA) hospital redevelopment since the application was granted approval (State Significant Development). A complaints register is a requirement of all SSD projects.

Getting in touch

Email rparedevelopment@health.nsw.gov.au

Visit www.rpahospitalredevelopment.health.nsw.gov.au

Date of complaint	Date of response	Method of complaint	Nature of complaint	HI response	Status
17 February 2024	17 February 2024	Report	Lack of notice	Contractor reviewed procedures and will incorporate relevant notifications into standard operating procedures. Key contacts and notification methodology to be established.	Closed
21 February 2024	21 February 2024	Phone call	Noise complaint	All drilling works ceased until investigation of area complete. Appropriate controls put in place prior to recommencing works. Further noise mitigation and work measures explored by contractor with 'noise trials' undertaken to ascertain acceptable impacts. Meeting held with the integrated project team and relevant health department lead to discuss concerns, actions, and way forward. Contractor report issued.	Closed

Contact us

rparedevelopment@health.nsw.gov.au

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