



# COMPLAINTS REGISTER

Updated 30 April 2026

This is a register of complaints received by Moriah War Memorial College regarding stage 1 of the redevelopment of the Moriah College Queens Park Campus since the State Significant Development (SSD) application was granted. A complaints register is a requirement for all SSD projects.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Response	Complaint status
31 January 2026	3 February 2026	Email	Parents' desire for more information about impact of building works on the Early Learning Centre.	College committed to increase information-sharing with parents.	Closed
2 February 2026	5 February 2026	Email	Request for link to Hazardous Materials Survey.	Link and context provided.	Closed
5 February 2026	6 February 2026	Email	Request for a face-to-face meeting between College and Early Learning Centre parents.	College committed to meet with parents.	Closed
5 March 2026	6 March 2026	Email	Seeking additional information regarding the unexpected find of Asbestos-containing material in soil at the site.	Soil contaminated with Asbestos-containing material was found in the enabling works construction area. The soil was intact and undisturbed prior to the sampling works. From the moment of discovery measures were taken to mitigate any potential risk. The environmental engineer prepared a remediation strategy, that has been assessed and endorsed by an EPA accredited site auditor, and additionally peer reviewed by an independent accredited asbestos assessor.	Closed

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5 March 2026	6 March 2026	Email	Seeking additional details regarding the location and nature of the Asbestos-containing material and plans for remediation.	As above.	Closed
5 March 2026	6 March 2026	Email	Request for confirmation regarding air monitoring and regulatory oversight of the remediation plan.	Air monitoring (and other treatment including constant wetting) commenced once asbestos was identified and will continue throughout the remediation process. All regulatory guidelines have been strictly followed, including notices to SafeWork NSW. The environmental engineer, third part site auditor, and additional peer review environmental engineer are all suitably qualified to perform these works.	Closed
16 March 2026	17 March 2026	Email	Request for an update on the remediation process.	The remedial works are progressing well with the majority of the work now complete. The Remediation Action Plan (RAP) will be publicly available on the project website as soon as practicable once EPA auditing and peer review is done.	Closed