

Integrated Mental Health Complex

Complaints Register

As at 30 September 2024



The Integrated Mental Health Complex maintains a Community Infoline (9978 5402) as well as a dedicated project email address (HI-Westmead@health.nsw.gov.au) where community members can find out about the project and lodge feedback or complaints.

As a condition of State Significant Development approval, Integrated Mental Health Complex is required to keep a record of all complaints received relating to the project.

The Project Complaints Register is updated monthly and made publicly available on Integrated Mental Health Complex website.

Getting in touch

- Call 9978 5402
- Email HI-Westmead@health.nsw.gov.au
- Visit <https://nswhealthinfrastructure.mysocialpinpoint.com.au/integratedmentalhealthwestmead>

Summary of most recent reporting period

Details of all complaints received on the project are outlined in the table below.

Complaints register

The below table summarises complaints received as at 30 September 2024.

Date of complaint	Date of response	Method of complaint	Nature of complaint	Project response	Complaint status	Is this complaint an emergency
09/11/23	9/11/23	Email	Pedestrian Crossing Launch Pit 4	Project adjusted adjacent fencing to increase visibility, painted additional "LOOK" line-marking at crossing, and installed water barriers to discourage j-walking.	Closed	No
01/03/24	01/03/24	Email	Writing on Hoarding	Project immediately rectified by painting over writing. Additional induction material implemented - regarding surrounding stakeholders.	Closed	No
03/09/24	03/09/24	Email	Slack in fence at Launch Pit 2	Project rectified slack in fence and conducted a review of entire site boundary to ensure no further hazards presented by hoarding.	Closed	No