



30<sup>th</sup> November 2021

Nick Aitchison  
GROUP DLA  
Level 7, 10 Bridge Street, Sydney, NSW 2000

Sent via email: [naitchison@groupdla.com.au](mailto:naitchison@groupdla.com.au)

Dear Nick

Re: UNSW Cliffbrook Complaints and Enquires Procedure

This is to inform you of the proposed procedure as per the Conditions of Consent for SSD 8126 Cliffbrook Campus Redevelopment - Stage 1 – Refurbishment of the CC3 Building

Condition on Consent  
B41 - Complaints & Enquiries Procedure

Provide evidence that the following have been made available to the community for enquiries & complaints during construction:

- 24 hour telephone number
- Postal address to which written complaints/enquiries may be sent
- Email address where electronic complains/enquiries may be sent

The following details for community enquires will be available publicly and will be displayed on the Cliffbrook Campus main entry fence and gate near the CC3 building, providing the details for an enquires or complaints throughout construction.

For any enquires please contact either of the following contacts.

UNSW Development Manager, Amber Greenhalgh  
Ph: 0422 763 648  
Email: [amber.greenhalgh@unsw.edu.au](mailto:amber.greenhalgh@unsw.edu.au)

UNSW Estate Management help desk, open 24 hr  
Ph: 02 9385 5111  
Email: [estate@unsw.edu.au](mailto:estate@unsw.edu.au)

Kind regards,

Amber Greenhalgh  
Development Manager  
UNSW Estate Management