

Resolving P21 Issues and our complaints Policy

The Managing Contractor is the first point of contact on all P21 project issues.

MCs have the most complete and up-to-date information on each P21 project and are responsible for successful delivery of each schools project.

If a problem is not resolved by working with the MC, the BER Program Office is able to step in and help to broker a solution and quickly move the project forward.

The BER Program Office has appointed Principal Liaison Officers to support and provide advice to school principals throughout P21 projects.

School Principals can access current contact details through the DET Intranet at:

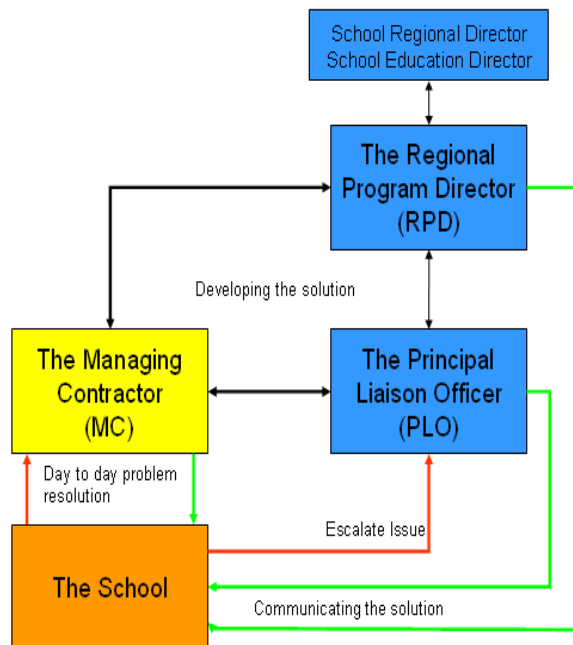
<https://detwww.det.nsw.edu.au/deptresources/majorprojects/ber/contactus/primarysch/index.htm>

Complaints can be made through the "make a complaint" link at the bottom of every page on the BER website www.ber.nsw.gov.au.

The website also contains a mailing address if people would prefer to make a complaint that way. Links to the Independent Commission against Corruption and the NSW Ombudsman are also on the website.

Complaints are reviewed and assigned to the section of the BER Program Office that is best placed to address the issue such as the regional delivery team, the Implementation Team or the Audit Team.

If the complaint has not been resolved within 20 days, we will contact the complainant to let them know what progress has been made.



BER delivery guidance