

## **Procurement Complaint Process**

1. Any complaint about a procurement activity process undertaken by AWH must be submitted in writing (via Letter, email, website or Fax) to the Chief Procurement Officer (CPO) within 7 calendar days of a procurement outcome being advised to a supplier/vendor.
2. The written procurement complaint must set out:
  - a. The basis for the procurement complaint (specifying the issues involved);
  - b. How the subject of the procurement complaint (and the specific issues) affects the person or organisation making the complaint;
  - c. Any relevant background information; and
  - d. The expected corrective outcome.
3. An acknowledgement of the procurement complaint must be undertaken within five working days, this acknowledgement indicates as a minimum;
  - a. Appointed person to review;
  - b. The process to be taken by AWH; and
  - c. The approximate timeline to address the matter.
4. The CPO will either investigate the procurement complaint or appoint an authorised staff member to conduct the investigation ensuring that any procurement complaints received about a staff member are not investigated or responded to by that individual staff member in question.
5. The investigating officer may throughout the course of their investigation require to meet with the Complainant to either clarify any issues or seek further information.
6. Once the investigation is complete, the report will be provided to the CPO and/or CEO where appropriate action will be undertaken.
7. If the procurement complaint cannot be resolved to the satisfaction of both parties, AWH will notify Health Purchasing Victoria (HPV) within five working days that the complaint could not be resolved and will advise the complainant that:
  - a. The matter has been referred to the Board of HPV for their review at the following address:  
The Chair, HPV Board  
Health Purchasing Victoria  
Level 34, 2 Lonsdale Street  
Melbourne Victoria 3000
  - b. They have ten days from the date of receipt of the findings by AWH to lodge their procurement complaint with HPV.
  - c. They are required to provide the following documentation to HPV:
    - i. Evidence that AWH did not correctly apply Health Purchasing Policies in relation to the procurement activity;
    - ii. Evidence that AWH's procurement complaints management procedures were not applied correctly; and
    - iii. A copy of all relevant correspondence between the complainant and AWH in relation to the nature of the procurement complaint.
8. AWH will maintain a record of all procurement complaints received related to each procurement activity indicating whether the procurement complaint was:
  - a. Resolved;
  - b. Is still under investigation; or
  - c. Could not be resolved

## Procurement Complaints Flowchart

Complainant lodges a complaint in letter or email

### **Within five working days**

Acknowledge receipt of complaint. Acknowledgment indicates as a minimum:

- Appointed person to review;
- process to be taken by organisation; and
- Approximate timeline to address the matter.

Is additional information required from the complainant?

Does the matter require services of external parties to advise on elements of the complaint?

YES

Extension of time based on the number of working days between the request for, and receipt of, additional information and/or advice sought.

The complainant is to be informed of any extension of time to consider the matter.

### **Within 20 working days**

Complaint addressed and complainant is informed of the findings and whether it intends to take any further action.

Complainant advises that they intend to pursue the matter with HPV (i.e. complainant must elect to escalate)

Complainant accepts the finding

### **Within 5 working days**

AWH informs HPV of any complaint that could not be resolved to the satisfaction of both parties.

End of Process

NO

NO