



Title	COMPLAINTS RELATING TO PROCUREMENT ACTIVITY		
Type	Guideline/Procedure	Responsibility	Procurement & Contracts Manager
Department	Corporate	Authorised by	Chief Operating Officer
Section	Procurement		

Areas applicable	
Areas NOT applicable	
Other individuals/Groups consulted	
Ward and / or Staffing considerations	
Related documents	<ul style="list-style-type: none"> • Procurement Activity Plan • Procurement Policy • Procurement – Critical Incident Procedure • Code of Conduct for Procurement Activities • Contract Management Strategy • Supplier Engagement Plan • Guide to Contract Management • Probity Compliance Checklist • Code of Conduct for Procurement Activities • Tender Evaluation Panel Selection Policy • Evaluation Panel Guidelines • Evaluation Report

Purpose:

The purpose of this procedure is to provide a consistent and timely approach to the handling of complaints relating to Northeast Health Wangaratta (NHW) procurement activity.

Definition:

A procurement complaint is an issue or concern expressed by a supplier in relation to the process and probity applied by NHW when carrying out a procurement activity.

Procedure:

1. Any complaint about a Procurement Activity process undertaken by NHW must be submitted in writing (via letter, email, website or fax) to the Chief Procurement Officer (CPO).
2. The written complaint must set out:
 - a. the basis for the complaint (specifying the issues involved);
 - b. how the subject of the complaint (and the specific issues) affect the person or organisation making the complaint;
 - c. any relevant background information; and
 - d. the expected corrective outcome.
3. All complaints received must be entered into the Hospital Incident Management System “Riskman”. Riskman automatically escalates the incident to Divisional Directors.
4. The Divisional Director will allocate the complaint to an authorised staff member to investigate the complaint. The Divisional Director will ensure that any complaints received about a staff member are not investigated or responded to by that individual staff member in question.



Title	COMPLAINTS RELATING TO PROCUREMENT ACTIVITY		
Type	Guideline/Procedure	Responsibility	Procurement & Contracts Manager
Department	Corporate	Authorised by	Chief Operating Officer
Section	Procurement		

5. All complaints will be dealt with in a timely manner:
 - a. Formal complaints will be acknowledged within 3 days;
 - b. In the majority of cases, investigation(s) are to be completed within 7 days; and
 - c. If the investigation is anticipated to take longer than 7 days, the complainant is to be notified of the likely response date.
6. 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.
7. Once the complaint is resolved the “Riskman” entry will be closed and any corrective action identified as a result of the investigation will be brought to the attention of Senior Management where appropriate action will be undertaken.
8. If the complaint cannot be resolved to the satisfaction of both parties, NHW 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 can be 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 10 days from the date of receipt of the findings by NHW to lodge their complaint with HPV; and
 - c. they are required to provide the following documentation to HPV:
 - i. evidence that NHW did not correctly apply HPV Policies in relation to a procurement activity;
 - ii. evidence that NHW’s complaints management procedures were not applied correctly; and
 - iii. a copy of all relevant correspondence between the complainant and NHW in relation to the nature of the complaint.
9. NHW will maintain a record of all complaints received (via Riskman) related to each procurement activity indicating whether the complaint was:
 - a. resolved,
 - b. is still under investigation, or
 - c. couldn’t be resolved.

This information will be included in NHW’s annual report.

No: NHW0033092 V 3.0	Approval Date: 16/06/2016	Review and Update by: 16/11/2023
Page 2 of 3		
Uncontrolled when downloaded		



Title	COMPLAINTS RELATING TO PROCUREMENT ACTIVITY		
Type	Guideline/Procedure	Responsibility	Procurement & Contracts Manager
Department	Corporate	Authorised by	Chief Operating Officer
Section	Procurement		

Complaints Management Process – Flowchart:

A complainant can refer a complaint about goods and services procurement to the CPO for review if not satisfied with the findings and actions of the organisation for the procurement activity.

