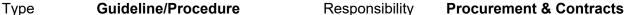
Title COMPLAINTS RELATING TO PROCUREMENT ACTIVITY



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	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:

- 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.

No: NHW0033092 V 3.0	Approval Date: 16/06/2016	Re	view and Update by: 16/11/2023	
	Page 1 of 3			
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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 of 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	Re	view and Update by: 16/11/2023	
	Page 2 of 3			
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Title COMPLAINTS RELATING TO PROCUREMENT ACTIVITY



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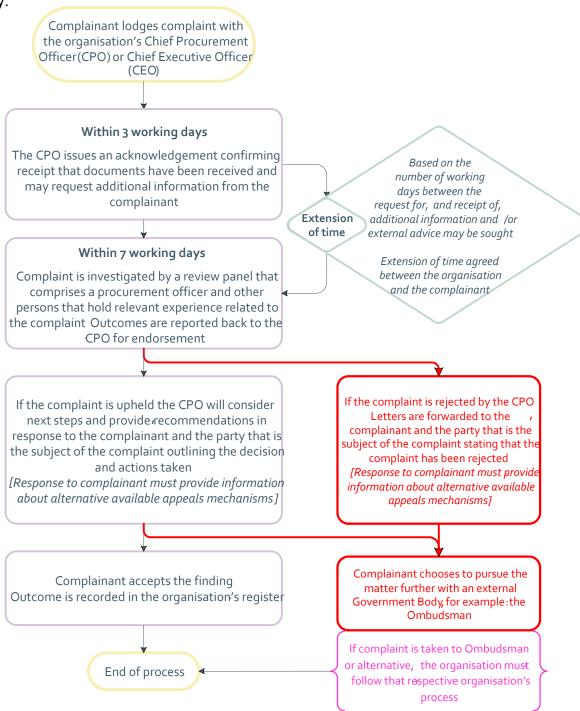
Section **Procurement**

Type

Complaints Management Process - Flowchart:

Guideline/Procedure

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.



No: NHW0033092 V 3.0	Approval Date: 16/06/2016	Rev	view and Update by: 16/11/2023	
	Page 3 of 3			
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