

PROCEDURE



Title:	Procurement Complaints Procedure
Related Policy/Protocol:	Procurement Complaints Management Protocol
Person Responsible:	Executive Officer – Corporate Services

Purpose

Suppliers and other interested parties are encouraged to complain and if they are dissatisfied or feel aggrieved by a procurement practice, process or outcome.

All Complaints will be handled with principles of fairness, accessibility, responsiveness and efficiency.

Complaints are treated confidentially and there will be no adverse repercussions for a complainant.

There is no financial charge for making a procurement complaint.

Complaints are valued by Swan Hill District Health because they help it to improve its policies, systems and service delivery.

Guidelines

- A. Procurement complaints should as a minimum:
- (i) Be made in writing by letter or email;
 - (ii) Contain the complainants name and address and the name and ABN of the Supplier or other interested party they represent;
 - (iii) Include any supporting information and evidence; and
 - (iv) Be lodged marked 'Procurement Complaint' at the following:
- Post: Chief Procurement Officer
Swan Hill District Health
PO Box 483
Swan Hill Vic 3585
Email: rprockter@shdh.org.au
- B. All procurement complaints should be acknowledged by Swan Hill District Health in writing within 5 working days from the receipt of the complaint.
- C. Complaints will be investigated in a time frame that reflects the urgency of the Complaint. In general, non-urgent Complaints shall be investigated within 20 business days from receipt of the Complaint. This time frame may vary depending on the complexity of the Complaint and the availability of investigative resources. Urgent Complaints will have an investigation commenced within five business days from receipt of the Complaint at Swan Hill District Health.

Referring a complaint to the Health Purchasing Victoria Board for review:

- A. A complainant can refer a complaint to the HPV Board for review if not satisfied with the findings and actions of Swan Hill District Health. This could be related to the management of the complaint of the application of Swan Hill District Health Purchasing Policies.
- B. Complaints submitted to the HPV Board must be lodged by letter email or fax within 10 working days of the receipt of the findings by Swan Hill District Health to:

The Chair
HPV Board
Health Purchasing Victoria
Level 34, 2 Lonsdale Street
Melbourne Victoria 3000

- C. The complainant must provide the following material:
 - (i) Evidence that the mandated health service did not correctly apply Health Purchasing Policies in relation to a procurement activity;
 - (ii) Evidence that Swan Hill District Health complaints management procedures were not applied correctly;
 - (iii) A copy of all relevant correspondence between the complainant and Swan Hill District Health in relation to the nature of the complaint;
 - (iv) Any additional material requested by the HPV Board to assist it in its findings.

Alternative Complaint Authority:

Victorian Auditor Generals Office
35 Collins St,
Melbourne, Vic 3000
PH: 03 86017000

References

This procedure is required to be reviewed in conjunction with [Procurement Complaints Management Protocol](#)