

## Procurement Complaints Procedure

Suppliers and other interested parties are encouraged to complain 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 Kyabram District Health Service (KDHS) because they help it to improve its policies, systems and service delivery.

### Procedure:

A. Procurement complaints should as a minimum:

1. Be made in writing by letter or email;
2. Contain the complainants name and address and the name and ABN of the Supplier or other interested party they represent;
3. Include any supporting information and evidence; and
4. Be lodged marked 'Procurement Complaint' at the following;

**Post:** Chief Procurement Officer  
Kyabram District Health Service  
PO Box 564  
Kyabram, Victoria, 3619

**Email:** [contracts@kyhealth.org.au](mailto:contracts@kyhealth.org.au)

B. All procurement complaints will be acknowledged by KDHS 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 28 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 KDHS.

### Escalation of a complaint for review:

Unresolved complaints that specifically relate to Healthshare Victoria contracts can be directed onto the Healthshare Board for review. All other complaints can be referred to the Victorian Government Purchasing Board (VGPB).

A complainant can refer a complaint to the Healthshare Board/VGPB for review if not satisfied with the findings and actions of KDHS. This could be related to the management of the complaint or the application of procurement policy and procedures.

KDHS is to inform the Healthshare Board/VGPB within five working days of any complaint that could not be resolved to the satisfaction of both parties.

Complaints submitted to the Healthshare Board/VGPB must be lodged by letter, email or fax within 10 working days of the receipt of the findings of KDHS to:

Healthshare  
The Chair  
Healthshare Board  
Level 34, 2 Lonsdale Street  
Melbourne VIC 3000

VGBP  
The Chair  
Victorian Government Purchasing Board  
Department of Treasury and Finance  
GPO Box 4379  
Melbourne VIC 3001

The complainant must provide the following material:

- evidence that KDHS did not correctly apply the procurement policy and procedures in relation to a procurement activity
- evidence that KDHS's complaints management procedures were not applied correctly
- a copy of all relevant correspondence between the complainant and KDHS service in relation to the nature of the complaint
- any additional material requested by the Healthshare Board/VGPB to assist it in its findings

The Healthshare Board/VGPB:

- will inform KDHS and complainant of its findings and any further action it intends to take in relation to the matter
- can require the CEO to audit its application of procurement policy and procedures in relation to the procurement activity
- can inform the Minister of Health (Healthshare complaints) or Assistant Treasurer (VGPB complaints) of its review of a complaint and advise the Minister of further action that could be taken may note the outcome of a review in relation to any complaint in its annual report to Parliament