

Procurement Complaints Management PROCEDURE

PURPOSE

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

TARGET AUDIENCE and SETTING

This procedure applies to all Central Highland Rural Health staff, contractors, volunteers and suppliers involved in the receipt, management and / or resolution of procurement complaints. A procurement complaint is an issue or concern expressed by a supplier in relation to the process and probity applied by Central Highland Rural Health when carrying out a procurement activity. This procedure applies in any circumstances in which a potential or actual procurement complaint is received.

PRECAUTIONS (not required for non-clinical procedures)

N/A

PROCEDURE

Instructions

1. Any complaint about a Procurement Activity process undertaken by Central Highland Rural Health must be submitted in writing (via Letter, email, website or Fax) to the Chief Procurement Officer as defined in the Central Highland Rural Health Procedure – Procurement Governance. (Currently the Director of Corporate Services).
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 Victorian Health Incident Management System VHIMS. VHIMS automatically escalates the incident to the relevant Senior Leadership Team member and the Central Highland Rural Health Complaints Officer.
4. The Complaints Manager and Chief Procurement Officer will allocate the complaint to an authorised staff member to investigate the complaint (The Investigating Officer). The Chief Procurement Officer will ensure that any complaints received about a staff member are not investigated or responded to by that individual staff member in question.
5. All complaints will be dealt with in a timely manner:
 - a. Formal complaints will be acknowledged within 2 days utilising the Consumer Feedback Acknowledgement Letter.
 - b. In the majority of cases, investigation(s) are to be completed within 20 working days; and
 - c. If the investigation is anticipated to take longer than 20 working days, the complainant is to be notified of the likely response date.

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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 VHIMS entry will be closed and any corrective action identified as a result of the investigation will be brought to the attention of the Chief Executive Officer where appropriate action will be undertaken.

8. If the complaint cannot be resolved to the satisfaction of both parties, Central Highland Rural Health will notify 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 Health Purchasing Victoria (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 Central Highland Rural Health to lodge their complaint with HPV; and

c. They are required to provide the following documentation to HPV:

I. evidence that Central Highland Rural Health did not correctly apply Health Purchasing Policies in relation to a procurement activity;

II. evidence that Central Highland Rural Health complaints management procedures were not applied correctly; and

III. a copy of all relevant correspondence between the complainant and Central Highland Rural Health in relation to the nature of the complaint.

9. Central Highland Rural Health will maintain a record of all complaints received (via VHIMS) 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 Central Highland Rural Health annual report.

RELATED DOCUMENTS

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- Consumer Feedback Acknowledgement Letter
- Victorian Health Incident Management System VHIMS

DEFINITIONS

Term, acronym or abbreviations	Definition
Procedure	A set of step by step instructions to help employees carry our complex and/or routine operations.

Document Governance	
Supporting Policy	Procurement Governance
Executive Sponsor	Alan Arthur – Director of Corporate Services
Document Author	Alan Arthur – Director of Corporate Services
Approving Committee	Executive Management
Date approved	25 May 2020

Acknowledgement: Health Purchasing Victoria – Procurement Governance – Establishing a governance framework for procurement.