Procurement Complaints Management POLICY

PURPOSE

The purpose of this procedure is to provide a mechanism for consideration of third-party complaints regarding procurement, probity, contracting and supply of good and services to Central Highlands Rural Health (CHRH). Suppliers and other interested parties are encouraged to provide positive or negative feedback with regards to a procurement practice, process or outcome.

TARGET AUDIENCE and SETTING

This procedure applies to all CHRH 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 CHRH when carrying out a procurement activity. This procedure applies in any circumstances in which a potential or actual procurement complaint is received.

PROCEDURE

1. Any complaint about a Procurement Activity process undertaken by CHRH must be submitted in writing (via Letter, email, website) to the Chief Procurement Officer (Currently the Director of Corporate Services) as defined by the Procurement governance framework.

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) affects 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 records the incident for the relevant Senior Leadership Team member and the Central Highland Rural Health Complaints Officer.

4. The Chief Procurement Officer will allocate the complaint to an appropriate staff member to investigate the complaint (The Investigating Officer) who is independent of the subject matter of the complaint.

5. All complaints will be dealt with in a timely manner:
   a. Formal complaints will be acknowledged within 5 business 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.

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, CHRH will notify HSV within five working days that the complaint could not be resolved and will advise the complainant that:

a. The matter can be referred for review at the following address;
Chief Executive
HealthShare Victoria
Level 34, Casselden, 2 Lonsdale Street
MELBOURNE VIC 3001
Electronically to: complaints@healthsharevic.org.au

b. The complainant has 10 days from the date of receipt of the findings by CHRH to lodge a complaint with HSV; and provide the following documentation to HSV:
- **I.** evidence that CHRH 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 CHRH in relation to the nature of the complaint.

9. CHRH will maintain a record of all complaints received (via VHIMS) related to procurement activities 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

- Consumer Feedback (Complaints, Compliments, Concerns, Suggestions) Consumer Feedback Acknowledgement Letter
- Victorian Health Incident Management System VHIMS

Document Governance	
Supporting Policy	Procurement Policy
Executive Sponsor	Director of Corporate Services
Document Author	Director of Corporate Services
Offline Approval	Chief Executive Officer
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Acknowledgement: *Health Purchasing Victoria – Procurement Governance – Establishing a governance framework for procurement.*