



POLICY

In order to maximise probity, Gippsland Southern Health Service (GSHS) aims to conduct a transparent and fair procurement complaints process.

This policy describes the process for managing complaints that stem from procurement activities at GSHS. It provides guidance to GSHS staff receiving and managing a procurement complaint and the process for an external party in lodging a procurement complaint.

Staff this document applies to

This policy is applicable to all staff at GSHS who have a professional responsibility for undertaking procurement activities.

Procedure

A procurement complaint is an issue or concern expressed by a supplier in relation to the process and probity applied by GSHS in carrying out a procurement activity. The complaint should be lodged with the Finance Manager - Chief Procurement Officer (CPO).

The investigation of a complaint and subsequent response must be overseen by a person not involved in the subject matter of the complaint. GSHS's procurement complaints management process must be published in a public domain and easily accessible to a complainant.

Complaint Process

The timely investigation and resolution of complaints by suppliers, in accordance with established formal procedures is an essential requirement for maintaining good relationships between GSHS and suppliers.

This section is divided into the process for the complainant and the GSHS complaints officer.

Complainant

The complainant is required to provide details of the basis upon which the dispute or complaint is being lodged, including:

- a clear written statement regarding what you consider was unsatisfactory in the procurement process
- copies of, or references to, information to support the complaint
- a statement regarding what you wish to achieve as an outcome from the complaint process
- if further correspondence or information is required, the supplier will be given no less than 15 working days to respond to any communication from GSHS unless the matter is urgent
- if the outcome of the investigation is unsatisfactory, the complainant can refer the complaint to Health Purchasing Victoria (see below)

Complaints are to be lodged by post and email to:



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

The HPV Board/VGPB:

- will inform GSHS 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 (HPV 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

Reporting complaints

GSHS is to disclose in its annual report the following information in relation to each complaint received:

- a) procurement activity to which the complaint relates
- b) status of the complaint confirming whether it:
 - was resolved
 - is still under investigation
 - could not be resolved

DESIRED OUTCOME

Procurement complaints are managed in accordance with this policy

ACCREDITATION TAGS

REFERENCES

- Health Purchasing Victoria procurement policy (2013)
- Health Services Act (1988)
- Victorian Government Purchasing Board procurement policy (2011)
- Procurement Framework
- Procurement Governance Policy
- Procurement Annual Planning Policy
- Procurement Individual Activity Policy
- Procurement Critical Incident Policy
- Procurement Collective Purchasing Policy

TITLE: Procurement Complaints Management
MANUAL: Corporate
SECTION: Finance



- Procurement Contract Management Policy
- Procurement Capability Development Plan
- Procurement Supplier Engagement Plan

PERFORMANCE MEASURES

Annual attestation is provided to HPV

CONTRIBUTORS

	Name	Position	Department
Policy Owner		Manager Finance	
Lead Reviewer	Peter Van Hamond	Manager Finance	Finance
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Committee/s	Corporate Governance		