



## **PROCUREMENT COMPLAINTS MANAGEMENT PROCEDURE**

Portland District Health aims to ensure that all procurement activities are conducted in an open and fair manner, represent value for money and occur without bias, favour or prejudice.

All staff involved in procurement activities are governed by Portland District Health's Procurement Policy, Corporate Code of Ethics and Code of Conduct to ensure fairness in our dealings with suppliers.

Complaints are valued at Portland District Health as they help improve policies, systems and service delivery.

### **REPORTING PROCEDURE**

If you feel that you have not been treated fairly in relation to a procurement activity undertaken by Portland District Health, it is recommended that in the first instance you attempt to resolve the issue through direct dialogues with the Portland District Health staff member responsible for the activity.

If the issue cannot be resolved through dialogue, you can lodge a formal complaint which must be submitted in writing to the Chief Procurement Officer (CPO);

✉ *Via mail addressed to:*  
Chief Procurement Officer  
Portland District Health  
141 – 151 Bentinck Street  
PORTLAND VIC 3305

✉ *Via email to:*  
[kprevett.pdh@swarh.vic.gov.au](mailto:kprevett.pdh@swarh.vic.gov.au)

The written complaint must set out:

- The basis for the complaint (specifying the issues involved);
- How the circumstances relating to the complaint (and the specific issues) affect you or your organisation;
- Any relevant background information; and
- The expected corrective outcome.

There is no financial charge for making a procurement complaint. All complaints will be treated as confidential and there will be no adverse repercussions for a complainant.

### **RESPONSE**

The CPO will assign responsibility for investigation to an appropriate officer. All such assignments will be to an investigating officer who is independent of the subject matter of the complaint.

The investigating officer may need to meet with the complainant to either clarify the details of the complaint and / or seek further information.

## **RESPONSE TIMES**

All complaints will be dealt with in a timely manner:

- Formal complaints will be acknowledged within five working days;
- In the majority of cases, investigation(s) are to be completed within 30 days; and
- If the investigation is anticipated to take longer than 30 days, you will be notified of the likely response date.

Upon completion of the investigation, you will be notified of the outcome in writing and any corrective action required will be reported to Portland District Health's Executive Directors to prevent recurrence of any issues that may result in similar complaints.

## **ESCALATION PROCEDURE**

If the complaint cannot be resolved to the satisfaction of both parties, Portland District Health will notify Health Purchasing Victoria (HPV) within five working days that the complaint could not be resolved. The matter can be referred to the Board of Health Purchasing Victoria (HPV) for their review at the following address:

The Chair  
Health Purchasing Victoria  
Level 34, 2 Lonsdale Street  
**MELBOURNE VIC 3000**

You have ten days from the date of receipt of notification of the finding by Portland District Health to lodge your complaint with HPV that includes the following documentation:

1. Evidence that Portland District Health did not correctly apply Health Purchasing Policies in relation to the procurement activity;
2. Evidence that Portland District Health's complaints management procedures were not applied correctly; and
3. Copies of all relevant correspondence between Portland District Health and yourself in relation to the nature of the complaint.