

## **Complaints relating to a Procurement Activity**

### **Definition**

A procurement complaint is an issue or concern expressed by a supplier in relation to the process and probity applied by Beechworth Health Service when carrying out a procurement activity.

### **Procedure**

1. Any complaint about a Procurement Activity process undertaken by Beechworth Health Service must be submitted in writing (via Letter, email, website or Fax) to the Chief Executive Officer.
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 Executive and Quality & Risk Manager.
4. The Executive will allocate the complaint to an authorised staff member to investigate the complaint. The Executive 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 3 days;
  - 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 where appropriate action will be undertaken.



8. If the complaint cannot be resolved to the satisfaction of both parties, Beechworth Health Service 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 Beechworth Health Service to lodge their complaint with HPV; and
  - c. they are required to provide the following documentation to HPV:
    - I. evidence that Beechworth Health Service did not correctly apply Health Purchasing Policies in relation to a procurement activity;
    - II. evidence that Beechworth Health Service's complaints management procedures were not applied correctly; and
    - III. a copy of all relevant correspondence between the complainant and Beechworth Health Service in relation to the nature of the complaint.
9. Beechworth Health Service 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 Beechworth Health Service's annual report.

## Complaints Management Process - Flowchart

A complainant can refer a complaint about goods and services procurement to the CPO for review if not satisfied with the findings and actions of the organisation for the procurement activity.

