



Guide

Procurement Complaints Management

PGD-G03

Procurement Department

March 2021

Document History

Document Location

This document is only valid from the day it was printed and approved. The electronic copy of this document will be stored in the Contracts and Tenders/Procurement Policies and Procedures/04_PGD-S01 Procurement Activity Plan/f_PGD-G03_PCM – Procurement Complaints Management/2021.

Revision History

Version	Revision Date	Summary of Changes	Prepared By	Approved By
V.0.1		First Draft	Simone Forde	Procurement Dept
V.1.0	January 2019	2019 updates	Simone Forde	Procurement Dept
V.1.1	January 2020	2020 updates	Simone Forde	Procurement Dept
V.1.2	March 2021	2021 updates (HPV to HSV)	Simone Forde	Procurement Dept

Related Documents

Other internal and external documents relevant to this document:

Title	Author	Date of Issue	Version
Procurement Sourcing Procedures PGD-P02	Simone Forde	2020	V.2.1

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Procurement Complaints Management

The following procurement complaints management process outlines the steps by which a supplier or other interested parties may lodge a formal complaint regarding the handling of a procurement activity undertaken by The Royal Children's Hospital (RCH).

All complaints will be treated confidentially and handled in a manner that upholds the principles of fairness, accountability and responsiveness.

Lodging a Procurement Complaint

When a procurement complaint is made it should as a minimum:

- a) Be made in writing;
- b) Contain the complainant's name and address for contact purposes;
- c) Detail the supplier's name, Australian Business Number (ABN) and address, as well as any other interested party they represent;
- d) Include any supporting information and evidence;
- e) Be lodged and marked 'Procurement Complaint' to the following address:

Legal Services
The Royal Children's Hospital
50 Flemington Road
PARKVILLE, VIC 3052

Investigation

All complaints will be investigated in a manner that is independent and objective.

All procurement complaints will be acknowledged in writing within five (5) working days from the receipt of the complaint. Complaints will be investigated in a timeframe that reflects the nature of the complaint. In general, complaints that are non-urgent will be investigated within twenty (20) business days from receipt of the complaint. This timeframe may vary depending on the complexity of the complaint and the availability of the investigative resources. If further information or time is required, RCH will communicate with the complainant's representative(s) regarding clarification material and timeframes.

Outcome

The investigation is not intended to apportion blame but strives to resolve the complaint and identify any aspects of the procurement process which require change in order to effect improvement (where possible).

RCH will advise the complainant of the outcome of the investigation and any findings or actions to be taken.

Review

Complaints can be referred to HealthShare Victoria (HSV) for review if the complainant is not satisfied with the findings and actions taken by RCH. This could be related to the management of the complaint or the application of the HSV policies.

Complaints submitted to HSV must be lodged in writing, emailed or faxed within ten (10) working days of the receipt of findings by RCH to:

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The Chair
HSV Board
HealthShare Victoria
Level 34, 2 Lonsdale Street
Melbourne, VIC 3000

The complainant's submission must contain the following material:

- a) Evidence that RCH did not correctly apply HealthShare Purchasing Policies in relation to a procurement event;
- b) Evidence that RCH's Procurement complaints procedures were not applied correctly;
- c) A copy of all relevant correspondence between the complainant and RCH in relation to the nature of the complaint; and
- d) Any additional material requested by the HSV Board to assist with its review.

HSV:

- a) Will inform RCH and the complainant of its findings and any further action it intends to take in relation to the matter;
- b) Can require RCH's CEO to audit the application of HealthShare Purchasing Policies in relation to the procurement activity;
- c) Can inform the Minister of Health of its review of a complaint and advise the minister of further action that could be taken; or
- d) May note the outcome of a review in relation to any complaint in its annual report to Parliament.

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Procurement Complaints Management Flowchart

