	TITLE: Procurement Complaints Management		
Document Type:	Procedure	Approved by:	
Department:		Section:	
Author/Prepared by:		Position:	

PROCUREMENT COMPLAINTS MANAGEMENT

A procurement complaint is an expression of dissatisfaction by a supplier in relation to the process and probity applied by GV Health when carrying out a procurement activity. Suppliers and other interested parties are encouraged to complain if they are dissatisfied or feel aggrieved by a procurement practice, process or outcome.


GV Health must follow the process as outlined in the [GV Health Consumer Participation Framework](#) in handling complaints received. However when it comes to Procurement Complaints there is a couple of more steps involved that work in conjunction with the existing GV Health Complaints Management Framework should the complainant be unsatisfied with the outcome.

1. Ask the complainant to make their complaint in writing either by letter or email. The complaint should contain as a minimum:
 - complainants name and address
 - name, address and ABN of the supplier or other interested party they represent
 - basis for the complaint (specifying the issues involved)
 - include any supporting information and evidence to support complaint
 - the expected corrective outcome
 Lodge complaint clearly marked 'Procurement Complaint' and address to either of the two methods below:
 - Chief Procurement Officer
GV Health
Graham Street
Shepparton Vic 3630
 - contracts@gvhealth.org.au

2. Once a complaint is received follow the principles of [GV Health Consumer Participation Framework](#).

3. When a complainant is unhappy with the findings or actions of GV Health and would like to escalate the issue, they can refer their complaint to the Health Purchasing Victoria (HPV) Board for review.

4. How to escalate a complaint to the HPV Board for review:
 - The complainant should be advised to make their complaint in writing either by letter, email or fax within 10 working days of the receipt of the findings by GV Health. The complaint should contain as a minimum:
 - evidence that GV Health did not correctly apply HPV policies in relation to a procurement activity
 - evidence that GV Health complaints management procedures were not applied correctly
 - a copy of all relevant correspondence between the complainant and GV Health in relation to the nature of the complaint.
 - Lodge complaint addressed to either of the three methods below:
 - The Chair

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HPV Board
 Health Purchasing Victoria
 Level 34, 2 Lonsdale Street
 Melbourne Vic 3000
 Fax: (03) 9947 3701
 Email: feedback@hpv.zendesk.com

Note: The HPV Board may request additional material from the complainant.

All information relating to Procurement Complaints will be included in GV Health's annual report.

Related Documents:

[GV Health Consumer Participation Framework](#)