

# Procurement Complaints Management Procedure

## Purpose

Outlines the procedure for vendor and prospective vendor complaints regarding our procurement activity and how Barwon Health will respond to these.

## Audience

This procedure is for the reference of:

- Vendors and prospective vendors to Barwon Health; and
- All Barwon Health staff involved in a procurement activity.

## Scope

This procedure is to be applied to any issue or concern expressed by a vendor or prospective vendor regarding the process and/or probity applied by Barwon Health in the conduct of its procurement activity.

## Reporting procedure

In the first instance, any perceived unfair treatment in relation to a procurement activity undertaken by Barwon Health should be raised through direct dialogue with our staff member responsible. All Procurement Activity has an assigned Probity Officer who can also be contacted if needed. The staff member responsible can provide the details of the Probity officer for the relevant activity if the concern is related to probity.

Where resolution cannot be reached via this dialogue, a formal complaint can be lodged:

☞ *Via email addressed to:*

Procurement Manager  
[Procurement@barwonhealth.org.au](mailto:Procurement@barwonhealth.org.au)

☞ *Electronically on the:*

Barwon Health [website](#) attention Procurement Manager

Any formal written complaint must set out:

- the basis for the complaint (specifying the issues involved);
- how the subject of the complaint (and the specific issues) affect the complainant;
- any pertinent background information; and
- the corrective outcome being sought.

Barwon Health will not levy a financial charge for making a procurement complaint. All complaints will be treated as confidential and there will be no adverse repercussions for a complainant.

## **Barwon Health response**

The Procurement Manager 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**

Barwon Health aims to address all written complaints in a timely manner. Our target response time are as follows:

- Acknowledgement of written complaint within three business days;
- Investigation(s) are to be completed within 30 days; and
- An estimated response date will be provided where an investigation is anticipated to take longer than 30 days.

Upon completion of the investigation, you will be notified of the outcome in writing and any corrective action required will be reported to Barwon Health's executive management 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, Barwon Health will notify Health Share Victoria (HSV) of this fact within five working days. You may then refer the matter for review by the Board of HSV in writing to:

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

You have 10 days from the date of receipt of the findings Barwon Health to lodge a complaint with HSV that includes the following documentation:

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