

Procurement Complaints Procedure

Procurement complaints **MUST** be **IN WRITING** and be directed to:

**Director
Procurement and Supply Chain
Frankston Hospital
PO Box 52
Frankston Vic 3199**

- Director Procurement and Supply Chain reviews and either investigates the complaint, or where a conflict of interest exists directs a delegate to investigate
- Findings are documented in an internal report, and a response letter drafted. The advice of Legal Counsel and/or the Chief Procurement Officer (CPO) may be required in preparing the letter.
- A written response to the complainant should be provided within fourteen (14) days
- Complaints should be resolved to the reasonable satisfaction of both parties within thirty (3) days of receipt of the complaint
- If a complaint cannot be resolved to the reasonable satisfaction of both parties, within five (5) working days Peninsula Health must refer the matter to Health Purchasing Victoria (HPV).

Procurement complaints **MUST** be provided **IN WRITING** and:

- State the procurement activity the matter relates to;
- Outline the procurement or probity issue;
- Demonstrate how the matter has impacted upon your organisation; and
- Set out the outcome desired by the complainant

The outcome of a complaint's investigation should summarise the findings, set out the evidence on which those findings are based, outline the reasons for the decision made and the outcome. Outcomes may include a combination of the following:

- Variation of a decision concerning a procurement activity.
- Explanation of what has occurred in relation to the subject matter of the complaint.
- An apology.
- An action which addresses the complaint.
- Review of policies and procedures to improve future procurement practices.
- Termination of the relevant procurement activity and/or recommencement of the relevant procurement activity.
- Referral of the matter to external governmental channels for management (ie. In the instances of gross misconduct, corruption or fraud).
- No further action.

A complainant can refer a complaint to the HPV Board for review if not satisfied with the findings and actions of Peninsula Health.

Peninsula Health must disclose, in its Annual Report, each procurement complaint received, including the activity the complaint related to and the status of the complaint (resolved, under investigation, could not be resolved).