

## Complaints relating to a Procurement Activity

### Procedure

1. Any complaint about a Procurement Activity process undertaken by *Stawell Regional Health*, must be submitted in writing (via Letter, email, website or Fax) to the Chief Procurement 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 Hospital Incident Management System “*Riskman*”.
4. The Divisional Director will allocate the complaint to an authorised staff member to investigate the complaint. The Divisional Director 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 **XX** days; and
  - c. If the investigation is anticipated to take longer than **XX** 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 “*Riskman*” entry will be closed and any corrective action identified as a result of the investigation will be brought to the attention of Senior Management where appropriate action will be undertaken.
8. If the complaint cannot be resolved to the satisfaction of both parties, ***Stawell Regional Health*** 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 ***Stawell Regional Health*** to lodge their complaint with HPV; and
  - c. they are required to provide the following documentation to HPV:
    - I. evidence that ***Stawell Regional Health*** did not correctly apply Health Purchasing Policies in relation to a procurement activity;
    - II. evidence that ***Stawell Regional Health***'s complaints management procedures were not applied correctly; and
    - III. a copy of all relevant correspondence between the complainant and ***Stawell Regional Health*** in relation to the nature of the complaint.

9. **Stawell Regional Health** will maintain a record of all complaints received (via Riskman) 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 **Stawell Regional Health'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.

