

## **Procurement Complaints Management Process**

1. Any complaint about a Procurement Activity undertaken by Ballarat Health Services, must be submitted in writing and addressed to the Chief Procurement Officer C/O Contracts Department (via email to [contracts@bhs.org.au](mailto:contracts@bhs.org.au) or via mail to PO Box 577 Ballarat VIC 3353.
2. The 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 person or organisation making the complaint;
  - any relevant background information; and
  - the expected corrective outcome.
3. All complaints received must be entered into the Ballarat Health Services Incident Management System and be initially allocated to the responsible Divisional Director.
4. The Divisional Director will allocate the complaint to an appropriate staff member to investigate the complaint, the Investigating Officer. The Divisional Director will ensure that the Investigating Officer is independent from the details of the complaint.
5. All complaints will be dealt with in a timely manner:
  - Formal complaints will be acknowledged within 3 days;
  - In the majority of cases, investigation(s) are to be completed within 14 days; and
  - If the investigation is anticipated to take longer than 14 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. Any required corrective action required by the Health Service from the complaint will be approved within BHS' Procurement Governance framework.
8. If the complaint cannot be resolved to the satisfaction of both parties, Ballarat Health Services will notify Health Purchasing Victoria (HPV) within five working days that the complaint could not be resolved and will advise the complainant that:

The matter can be referred to the Board of HPV for their review at the following address;

*The Chair*

*HPV Board*

*Health Purchasing Victoria*

*Level 34, 2 Lonsdale Street*

*Melbourne Victoria 3000*

They have 10 days from the date of receipt of the findings by Ballarat Health Services to lodge their complaint with HPV; and

They are required to provide the following documentation to HPV:

- evidence that Ballarat Health Services did not correctly apply Health Purchasing Policies in relation to a procurement activity;
  - evidence that Ballarat Health Service's complaints management procedures were not applied correctly; and
  - a copy of all relevant correspondence between the complainant and Ballarat Health Services in relation to the nature of the complaint.
9. Ballarat Health Services will maintain a record of all complaints received related to procurement activity with an appropriate audit trail of correspondence and action taken maintained.
  10. BHS will provide an annual report to the Board on the status of any procurement activity related complaints received during the financial year.