Purpose

Suppliers to West Wimmera Health Service and other interested parties may complain if they are dissatisfied or feel aggrieved by a procurement practice, process or outcome. All complaints will be handled having regard to the principles of fairness, accessibility, responsiveness and efficiency.

Complaints are treated confidentially and there will be no adverse repercussions for a complainant. There is no financial charge for making a procurement complaint.

Complaints are valued by West Wimmera Health Service (WWHS) because they can help it to improve its policies, systems and service delivery.

Procedure

Procurement complaints should as a minimum:

- Be made in writing by letter or email;
- Contain the complainant's name and address and the name and ABN of the supplier or other interested party they represent;
- How the subject of the complaint (and the specific issues) affect the person or organisation making the complaint, include any supporting background information and evidence; and
- Be marked 'Procurement Complaint' and forwarded to:

Chief Procurement Officer
West Wimmera Health Service
PO Box 231
Nhill VIC 3418

Or

corporate@wwhs.net.au

All procurement complaints will be acknowledged by WWHS within five (5) working days from the receipt of the complaint. Acknowledgment will be either verbal (i.e. phone call) or written via email or letter.

Complaints will be investigated in a timeframe that reflects the urgency of the complaint. In general, non-urgent complaints shall be investigated within 20 business days from receipt of the complaint. This timeframe may vary depending on the complexity of the complaint and the availability of investigative resources. Urgent complaints will have an investigation commenced within five business days from receipt of the complaint by WWHS. Investigations will be followed through by Chief Procurement Officer (CPO) unless conflict of interest applies.

All complaints received must be entered into the Victorian Health Incident Management System "Riskman", via the Feedback module with all procurement complaints to be forwarded to CPO.

Referring a complaint to the Health Purchasing Victoria Board for review

If the complaint cannot be resolved to the satisfaction of both parties, WWHS will notify HPV within five (5) working days that the complaint could not be resolved and will advise the complainant that the matter can be referred to the Health Purchasing Victoria (HPV) Board for their review.

Complaints submitted to the HPV Board must be lodged by letter, email or fax within 10 working days of the receipt of the findings by WWHS to:

The Chair
HPV Board, Health Purchasing Victoria
Level 34, 2 Lonsdale Street
Melbourne VIC 3000

The complainant must provide the following material:

1. Evidence that WWHS did not correctly apply Health Purchasing Victoria policies in relation to a procurement activity;
2. Evidence that WWHS's complaints management procedures were not applied correctly;
3. A copy of all relevant correspondence between the complainant and WWHS in relation to the nature of the complaint; and
4. Any additional material requested by the HPV Board to assist it in its findings.

WWHS will maintain a record of all complaints and responses (verbal or written) received (via Riskman) related to each procurement activity indicating whether the complaint was:

I. resolved;
II. is still under investigation; or
III. couldn't be resolved.

This information will be included in WWHS annual report.

Linked P & P(s):

Contracts
Conflict of Interest
Feedback

Contributors:

	Name	Position	Service / Program
Lead Reviewer:		ED Finance & Administration (Chief Procurement Officer)	Procurement
Contributors:		Contracts & Compliance Administrator	
Committee/s:	Finance and Audit		4 May 2020