

PURPOSE

Suppliers and other interested parties are encouraged to complain if they are dissatisfied or feel aggrieved by a procurement practice, process or outcome.

DEFINITIONS

Procurement Complaint: A procurement complaint is an issue or concern expressed by a supplier in relation to the process and probity applied by Beaufort and Skipton Health Service when carrying out a procurement activity. This procedure applies in any circumstances in which a potential or actual procurement complaint is received.

TARGET AUDIENCE

All Beaufort and Skipton Health Service staff, contractors, volunteers and suppliers involved in the receipt, management and /or resolution of procurement complaints.

PROCEDURE

1. Any complaint about a Procurement Activity process undertaken by Beaufort and Skipton Health Service must be submitted in writing (via letter, email, website or Fax) to the Chief Procurement Officer as defined in the Beaufort and Skipton Health Service Procurement Framework. (Currently the Support Services Manager).
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 Victorian Health Incident Management System (VHIMS). VHIMS automatically escalates the incident to the relevant Executive member and the Beaufort and Skipton Health Service, Nursing Director Quality and Safety (complaints manager).
4. The Complaints Manager and Chief Procurement Officer will allocate the complaint to an authorised staff member to investigate the complaint (the Investigating Officer). The Chief Procurement Officer 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 working days with a formal acknowledgement letter.
 - b. In the majority of cases, investigation(s) are to be completed within 20 working days; and
 - c. If the investigation is anticipated
6. The investigating Officer may throughout the course of their investigation required to meet with the Complainant to either clarify any issues or seek further information.
7. Once the complaint is resolved the VHIMS entry will be closed and any corrective action identified as a result of the investigation will be brought to the attention of the Chief Executive Officer where appropriate action will be taken.
8. If the complaint cannot be resolved to the satisfaction of both parties, Beaufort and Skipton Health Service will notify HSV within 5 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 HealthShare Victoria (HSV) for their review at the following address;
The Chair
HSV Board
HealthShare Victoria
Level 34, 2 Lonsdale Street
Melbourne, Victoria 3000
 - b. They have 10 days from the date of receipt of the findings by Beaufort and Skipton Health Service to lodge their complaint with HSV; and
 - c. They are required to provide the following documentation to HSV:
 - i. Evidence that Beaufort and Skipton Health Service did not correctly apply Health Purchasing Policies in relation to a procurement activity;
 - ii. Evidence that Beaufort and Skipton Health Service complaints management procedures were not applied correctly; and
 - iii. A copy of all relevant correspondence between the complainant and Beaufort and Skipton Health Service in relation to the nature of the complaint.
9. Beaufort and Skipton Health Service will maintain a record of complaints received (via VHIMS) related to each procurement activity indicating whether the complaint was:
- a. Resolved,
 - b. Is still under investigations, or
 - c. Couldn't be resolved.

This information will be included in Beaufort and Skipton Health Service's annual report.

KEY ALIGNED DOCUMENTS

Procurement Framework
Procurement Policy
Complaints Management policy and procedure

REFERENCES

Health Share Victoria procurement Framework and policies (2023)
Central Highlands Rural Health, Procurement policy and procedure

9. PROCEDURE HISTORY AND DETAILS

First Date of Issue:	PROMPT Administrators to enter first date of issue	
	Name	Position
Prepared by (Author):	Meryn Pease	CEO
Contributors:		
Review Committee/s:	Executive Committee	
Include dates	28/06/2023	
Final Approval Committee:	FARM Committee	
Revised Dates:	28/06/2023	

10. KEYWORDS