


STANDARD OPERATIONAL POLICY AND PROCEDURES



TOPIC	Procurement Complaints and Concerns – SOPP 20.18		
RESPONSIBILITY	All Areas		
AUTHORISATION	Chief Executive		
SIGNED		DATE	11/04/2023
VERSION	1.4	LAST REVIEWED	March 2023
EFFECTIVE	February 2017	NEXT REVIEW	March 2024

1. PURPOSE

The *Procurement Complaints and Concerns Management Process (The Process)* within East Grampians Health Service (EGHS) has been developed to ensure that responses address the genuine feedback of suppliers or contractors (the Consumer) in a constructive manner, and that information from the process is managed within a framework of continuous improvement and risk management.

2. DEFINITION

A concern or complaint that arises from the process of procuring goods or services including request for tender or HSV purchasing.

3. POLICY OUTCOME

The process should:

- Provide an efficient, fair and accessible mechanism for resolving concerns/complaints.
- Recognise, promote and protect consumer's rights, including the right to comment and complain.
- Provide information on the complaints handling process for EGHS procurement.
- Identify concerns early and prevent unnecessary escalation.
- Monitor complaints and take appropriate action to improve the quality of service and increase the level of consumer satisfaction.
- Ensure staff and other key stakeholders receive appropriate constructive feedback on concerns.
- Specify the specific process for dealing with concerns raised relating to procurement activities.



4. PROCUREMENT CONCERNS/COMPLAINTS PROTOCOLS

- 4.1** Any complaint about a procurement activity process undertaken by the health service must be submitted in writing (via letter, email, website or fax) to the Chief Procurement Officer (CPO).
- 4.2** The written complaint must set out:
 - 4.2.1** The basis for the complaint (specifying the issues involved);
 - 4.2.2** How the subject of the complaint (and the specific issues) affect the person or organisation making the complaint;
 - 4.2.3** Any relevant background information; and
 - 4.2.4** The expected corrective outcome.
- 4.3** All complaints received must be entered into the Victorian Health Incident Management System (VHIMS).
- 4.4** The CPO will allocate the complaint to an authorised staff member to investigate the complaint.
- 4.5** The CPO will ensure that any complaints received about a staff member are not investigated or responded to by that individual staff member in question.
- 4.6** All complaints will be dealt with in a timely manner:
 - 4.6.1** Formal complaints will be acknowledged within 3 days;
 - 4.6.2** In the majority of cases, investigation(s) are to be completed within 10 working days;
 - 4.6.3** If the investigation is anticipated to take longer than 10 working days, the complainant is to be notified of the likely response date.
- 4.7** 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.
- 4.8** 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 Executive where appropriate action will be undertaken.
- 4.9** If the complaint cannot be resolved to the satisfaction of both parties, the health service will notify HealthShare Victoria (HSV) within five working days that the complaint could not be resolved and will advise the complainant that:
 - 4.9.1** The matter can be referred to the Board of HSV for their review at the following address:

The Chair
HSV Board
HealthShare Victoria
Level 34, 2 Lonsdale Street
Melbourne Victoria 3000
 - 4.9.2** They have 10 days from the date of receipt of the findings by the health service to lodge their complaint with HSV; and
 - 4.9.3** They are required to provide the following documentation to HSV:

- 4.9.3.1** Evidence that the health service did not correctly apply Health Purchasing policies in relation to a procurement activity;
- 4.9.3.2** Evidence that the health service's complaints management procedures were not applied correctly; and
- 4.9.3.3** A copy of all relevant correspondence between the complainant and the health service in relation to the nature of the complaint.

4.10 The health service will maintain a record of all complaints received (via VHIMS) related to each procurement activity indicating whether the complaint was:

- 4.10.1** Resolved,
- 4.10.2** Is still under investigation; or
- 4.10.3** Couldn't be resolved.

This information will be included in the health service's annual report.

5. REFERENCES

HSV Health Purchasing Policy 1. Procurement Governance

Australian Government Aged Care Quality and Safety Commission. Aged Care Quality Standards. July 2018. (Standard 8)

Australian Commission on Safety and Quality in Health Care. National Safety and Quality Health Service Standards. 2nd ed- version 2. Sydney: ACSQHC; 2021 (Standard 1)

6. RELATED DOCUMENTS

[Management of Compliments and Concerns – SOPP 16.01](#)