Supplier Complaints Procedure

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

All complaints will be handled with 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 Echuca Regional Health because they assist to improve its policies, systems and service delivery.

Procedure:

A. Supplier complaints should as a minimum:
   1. Be made in writing by letter or email;
   2. Contain the complainants name and address and the name and ABN of the Supplier or other interested party they represent;
   3. Include any supporting information and evidence; and
   4. Be lodged marked 'Procurement Complaint' at the following;

   Post: Chief Procurement Officer
   Echuca Regional Health
   226 Service Street
   Echuca Victoria 3556
   Email: allsupply@erh.org.au

B. All supplier complaints should be acknowledged by ERH in writing within 5 working days from the receipt of the complaint.
C. Complaints will be investigated in a time frame 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 time frame 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 at ERH.

Referring a complaint to the Health Purchasing Victoria Board for review:

A. A complainant can refer a complaint to the HPV Board for review if not satisfied with the findings and actions of ERH. This could be related to the management of the complaint or the application of the Health Purchasing Policies.
B. Complaints submitted to the HPV Board must be lodged by letter, email or fax within 10 working days of receipt of the findings by ERH to:

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

C. The complainant must provide the following material:

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