



QEC Complaints Process

Procurement

The Victorian Government Purchasing Board (VGPB) reformed procurement guidelines in 2014 for all government departments and public sector agencies.

Following this process, Health Purchasing Victoria (HPV) aligned its procurement policies to the VGPB reforms. This reform is designed to ensure probity, planning, purchase category analysis as well as clear accountability and transparency underpin procurement models.

In 2015 HPV mandated that all health services need to comply with HPV purchasing policies and that health services must transition to the HPV procurement policies by 30 June 2016.

The Queen Elizabeth Centre has established a Procurement Framework that provides guidelines and protocols for conducting any procurement activity. The Framework and its associated procurement policies and procedures offer a strategy that ensures a coordinated approach to procurement at all levels of QEC. The Framework ensures strategic planning, equity of supply opportunity for local businesses and demonstrated value for money is central to QEC's procurement activity.

Procurement – Complaints Process

A procurement complaint is an issue or concern expressed by a supplier in relation to the process and probity applied by QEC in the procurement activity for a good or service.

A complainant can refer a complaint about goods and services to anyone within QEC. All formal complaints are to be referred to the Chief Procurement Officer (CPO) for review, investigation (if warranted) and response.

Complainant - Complaint Process

The complainant is required to provide details of the concerned dispute or complaint being lodged, including:

- A clear written statement of the perceived unsatisfactory approach and/or actions in the procurement process
- Copies of or references to information to support the complaint
- A statement regarding the desired outcome from the complaint process
- If further correspondence or information is required, the supplier will be given no less than 15 working days to respond to any communication from QEC unless the matter is urgent



QEC Complaints Process

- Complaints are to be lodged in writing or email to:

Chief Procurement Officer

Email: accounts@qec.org.au

The Queen Elizabeth Centre

53 Thomas Street,

Noble Park VIC 3174

QEC Procurement Complaints Officer

The CPO will receive and review the complaint, then assign a dedicated procurement complaints officer if necessary. The procurement complaints officer will be independent of the procurement process and the subject matter of the complaint.

Upon receipt of the complaint, the officer (if not the CPO) will:

- Acknowledge receipt of the complaint within 5 working days of receiving it. This acknowledgement will contain the contact name of the investigating officer, the proposed action and the associated timeframes
- If additional information or clarification of complaint is required, QEC will advise the supplier of this. QEC and the complainant will come to an agreed extension of time
- The complainant should be advised in writing of the process undertaken by QEC, the outcome of the investigation, usually within 30 working days of receiving all written correspondence relating to a complaint. This correspondence should also include escalation process if the complainant is unsatisfied with the outcome.

Unresolved complaints

If the complainant is unsatisfied with the outcome from QEC, the unresolved complaint that specifically relate to Health Purchasing Victoria (HPV) contracts can be directed onto the HPV Board for review. All other complaints can be referred the Victorian Government Purchasing Board (VGPB).

A complainant can refer a complaint to the HPV Board/VGPB for review if not satisfied with the findings and actions of QEC. This could be related to the management of the complaint or the application of procurement policy and procedures.

QEC is to inform the HPV Board/VGPB within five working days of any complaint that could not be resolved to the satisfaction of both parties.



QEC Complaints Process

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

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

VGPB
The Chair
Victorian Government Purchasing Board
Department of Treasury and Finance
GPO Box 4379
MELBOURNE VIC 3001

The complainant must provide the following material:

- evidence that QEC did not correctly apply the procurement policy and procedures in relation to a procurement activity
- evidence that QEC's complaints management procedures were not applied correctly
- a copy of all relevant correspondence between the complainant and QEC service in relation to the nature of the complaint
- any additional material requested by the HPV Board/VGPB to assist it in its findings

The HPV Board/VGPB:

- will inform QEC and complainant of its findings and any further action it intends to take in relation to the matter
- can require QEC's CE to audit its application of procurement policy and procedures in relation to the procurement activity
- can inform the Minister of Health (HPV complaints) or Assistant Treasurer (VGPB complaints) of its review of a complaint and advise the Minister of further action that could be taken
- may note the outcome of a review in relation to any complaint in its annual report to Parliament



QEC Complaints Process

LRH Procurement Activity Plan

A summary of QEC's Procurement Activity Plan for the period 1 July 2016 to 30 June 2017 is under construction.

Links to other resources to assist suppliers

Health Purchasing Victoria (www.hpv.org.au)

Australian Tenders (www.australiantenders.com.au)

The Victorian Government Purchasing Board (VGPB) (www.procurement.vic.gov.au/home)