
Document Type: Level 2 - Northern Health Procedure

Subject: Procurement Framework

Approved by: Audit & Risk Committee



Procurement Complaints Management

A procurement complaint is an issue or concern expressed by a supplier in relation to the procurement process and probity applied by Northern Health when carrying out a procurement activity. The complaint should be a letter, email or fax lodged with the CPO.

The written complaint must set out:

- the basis for the complaint (specifying the issues involved);
- how the subject of the complaint (and the specific issues) affect the person or organisation making the complaint;
- any relevant background information; and
- The expected corrective outcome.

Received Complaints must be

- Entered into the Hospital Incident Management System "VHIMS". VHIMS automatically escalates the incident to the Director, Supply Chain.

Allocation of Investigation of Complaint

- The Director, Supply Chain will allocate the complaint to an appropriate staff member to investigate. The investigation will be allocated to a person not involved in the subject matter of the complaint.

All complaints will be addressed in a timely manner

- Formal complaints will be acknowledged within three business days;
- In the majority of cases, investigation(s) are to be completed within 20 days; and
- If the investigation is anticipated to take longer than 20 days, the complainant is to be notified of the likely response date.

Requirement of Investigating Staff Member:

- The investigating staff member may throughout the course of their investigation need to meet with the Complainant to either clarify any issues or seek further information.

Senior Management Responsibility:

- 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 Senior Management where appropriate action will be undertaken.

Notification of HPV

- If the complaint cannot be resolved to the satisfaction of the Complainant, Northern Health will notify HPV within five working days that the complaint could not be resolved and will advise the complainant as such.

HPV Involvement

- Northern Health will also provide the Complainant with the appropriate contact details at HPV to pursue their complaint should they wish to do this.
- The matter can be referred to the Board of HPV for their review at the following address:
The Chair
HPV Board
Health Purchasing Victoria
Level 34, 2 Lonsdale Street
Melbourne Victoria 3000
- The complainant will have 10 days from the date of receipt of the findings by Northern Health to lodge their complaint with HPV; and
- The complainant will be required to provide the following documentation to HPV:
 - i. Evidence that Northern Health did not correctly apply Health Purchasing Policies in relation to a procurement activity;

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- ii. Evidence that Northern Health's complaints management procedures were not applied correctly; and
- iii. A copy of all relevant correspondence between the complainant and Northern Health in relation to the nature of the complaint.

Recording of Complaints

- Northern Health will maintain a record of all complaints received (via VHIMS) related to each procurement activity indicating whether the complaint was:
 - i. resolved,
 - ii. ongoing (still under investigation); or
 - iii. unresolved (could not be resolved)

This information will be reported annually to the Northern Health Board.