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PROCUREMENT COMPLAINTS PROCESS GUIDANCE NOTE

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Mallee Catchment Management Authority (CMA) is committed to transparent and accountable practices when seeking goods and services from suppliers, to ensure procurement processes work effectively and fairly for all parties.

During the *Request for Quote* or *Request for Tender* process this document is distributed to all interested service providers.

Mallee CMA has developed a procurement complaints process to ensure any concerns in relation to a procurement process can be addressed via a formal review method.

If you are involved in any procurement conducted by Mallee CMA and wish to lodge a complaint about the process, you should write (by letter or email) to:

Coordinator Corporate Governance

Ph. (03) 5001 8600

Postal Address: PO Box 5017, Mildura VIC 3502

Email: Quality-Compliance@malleecma.com.au

Your written complaint must set out:

- Your name and/or organisation's contact details
- The procurement that the complaint relates to
- The basis for the complaint specifying the issues involved
- How the subject of the complaint and the specific issues affects you or your organisation
- Any relevant background information
- The outcome desired by you or your organisation.

Mallee CMA will acknowledge your complaint within five (5) working days of receipt and will seek to address the complaint within 20 working days of receipt. You may be contacted for further information and/or clarification of your concerns. If longer than 20 days is anticipated to be required, you will be advised accordingly.

If the complaint cannot be resolved to the satisfaction of both parties, the complainant may refer the matter to the Victorian Government Purchasing Board (VGPB) for review; the requirements of which are listed in section 3.1.1 of the [Governance – goods and services](#) policy located on the VGPB website.

Below is a diagram outlining our complaints management procedure, as recommended by the VGPB and explained under Business rules in Mallee CMA [GPOL 009 – Purchasing & Procurement Policy](#) and [Mallee CMA Supplier Engagement Plan](#).

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Figure 1: Schedule of timelines for managing complaints based on the VGPB.

