

# Complaints Relating to a Procurement Activity

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## 1.0 PURPOSE:

This procedure describes the process for a managing a complaint related to the procurement activities.

## 2.0 SCOPE:

This procedure is applicable to all staff at Nathalia District Hospital who have authorised/approved responsibility for undertaking procurement activities.

## 3.0 DEFINITION:

A procurement complaint is an issue or concern expressed by a supplier in relation to the process and probity applied by Nathalia District Hospital when carrying out a procurement activity.

## 4.0 PROCEDURE STATEMENT:

Any complaint about a Procurement Activity process undertaken by Nathalia District Hospital, must be submitted in writing (via Letter, email, website or Fax) to the Chief Procurement Officer.

## 5.0 RISK MANAGEMENT:

5.1 Board of Management Risk 1: NDH Budget Compliance

## 6.0 PROCEDURE:

6.1 The written complaint must set out:

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

6.2 All complaints received must be entered into the Hospital Incident Management System “Riskman”. Riskman automatically escalates the incident to the Director of Nursing/Manager..

6.3 The Director of Nursing/Manager will allocate the complaint to an authorised staff member to investigate the complaint. The Director of Nursing/Manager will ensure that any complaints received about a staff member are not investigated or responded to by that individual staff member in question.

6.4 All complaints will be dealt with in a timely manner:

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- Formal complaints will be acknowledged within 3 days;
- In the majority of cases, investigation(s) are to be completed within 7 days; and
- If the investigation is anticipated to take longer than 14 days, the complainant is to be notified of the likely response date.

6.5 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.

Once the complaint is resolved the “Riskman” 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.

6.6 If the complaint cannot be resolved to the satisfaction of both parties, Nathalia District Hospital will notify HPV within five working days that the complaint could not be resolved and will advise the complainant that:

- the matter can be referred to the Board of Health Purchasing Victoria (HPV) for their review at the following address;

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

- they have 10 days from the date of receipt of the findings by Nathalia District Hospital to lodge their complaint with HPV; and
- they are required to provide the following documentation to HPV:
  - 6.6.1 evidence that Nathalia District Hospital did not correctly apply Health Purchasing Policies in relation to a procurement activity;
  - 6.6.2 evidence that Nathalia District Hospital’s complaints management procedures were not applied correctly; and
  - 6.6.3 a copy of all relevant correspondence between the complainant and Nathalia District Hospital in relation to the nature of the complaint.

6.7 Nathalia District Hospital will maintain a record of all complaints received (via Riskman) related to each procurement activity indicating whether the complaint was:

- resolved,
- is still under investigation, or
- couldn’t be resolved.

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This information will be included in Nathalia District Hospital's annual report.

## 7.0 REFERENCES:

- Health Purchasing Victoria procurement policy (2014)
- Health Services Act (1988)

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## Complaints Management Process - Flowchart

A complainant can refer a complaint about goods and services procurement to the CPO for review if not satisfied with the findings and actions of the organisation for the procurement activity.

