


Title:	Complaints Relating to Procurement Activity			
Section:	Procurement	PRH:	Director of Corporate Services	

1. INTRODUCTION:

To ensure that Alexandra District Health (ADH) provides safe high quality health care and experiences to our consumers by actively following the Victorian Clinical Governance Framework and through its Consumer Participation Framework actively engage and partner with consumers.

To ensure all staff are responsible and accountable for safe and high quality care, and ADH continuous improvement will be informed by regular monitoring and evaluation of performance.

ADH will promote a robust complaints management process in relation to procurement activities. To ensure transparency, accountability and effective complaints handling, ADH must follow the process in the ADH complaints management policy in handling complaints received. Where a complainant is unhappy with the outcome of the complaint investigation or would like to escalate the issue, ADH must provide details of other government organisations that can be approached by the complainant

2. PURPOSE:

To minimise or avoid supplier complaints, ADH must:

- Ensure clarity of sourcing documentation
- Provide sufficient time to allow potential respondents to prepare and lodge a response to an approach to the market
- Ensure that sourcing rules and the evaluation plan are followed
- Ensure that insurance and liability capping requirements are appropriate for the procurement before the process begins

3. ROLES AND RESPONSIBILITIES:

All staff are responsible and accountable to know, understand and support each other to meet the requirements of the Victorian Clinical Governance Framework. All staff will be aware of the Consumer Participation Framework and actively engage and partner with consumers, demonstrate ownership and accountability for safe, quality care, and participate in regular evaluation and monitoring of performance to inform improvement.

3. PROCESS:


Definition

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

Procedure


1. Any complaint about a Procurement Activity process undertaken by ADH must be submitted in writing (via Letter, email, website or Fax) to the Chief Procurement Officer (CPO).
2. 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;

Prompt Doc No: ADH0022481 v2.1	Page 1 of 5	Last Reviewed: 22/04/2020
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Version Changed: 18/11/2020		

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- c. any relevant background information; and
 - d. the expected corrective outcome.
3. All complaints received must be entered into the Victorian Hospital Incident Management System (VHIMS). VHIMS automatically escalates the incident to the Chief Executive Officer (CEO).
4. The CEO will either investigate the complaint or allocate the complaint to an authorised staff member to investigate. The CEO will ensure that any complaints received about a staff member are not investigated or responded to by that individual staff member in question.
5. All complaints will be dealt with in a timely manner:
 - a. Formal complaints will be acknowledged within 3 days;
 - b. In the majority of cases, investigation(s) are to be completed within 10 working days; and
 - c. If the investigation is anticipated to take longer than 10 working days, the complainant is to be notified of the likely response date.
6. 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.
7. 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.
8. If the complaint cannot be resolved to the satisfaction of both parties, ADH will notify Health Purchasing Victoria (HPV) within five working days that the complaint could not be resolved and will advise the complainant that:
 - a. 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
 - b. they have 10 days from the date of receipt of the findings by ADH to lodge their complaint with HPV; and
 - c. they are required to provide the following documentation to HPV:
 - I. evidence that ADH did not correctly apply Health Purchasing Policies in relation to a procurement activity;
 - II. evidence that ADH's complaints management procedures were not applied correctly; and
 - III. a copy of all relevant correspondence between the complainant and ADH in relation to the nature of the complaint.
9. ADH will maintain a record of all complaints received (via VHIMS) related to each procurement activity indicating whether the complaint was:

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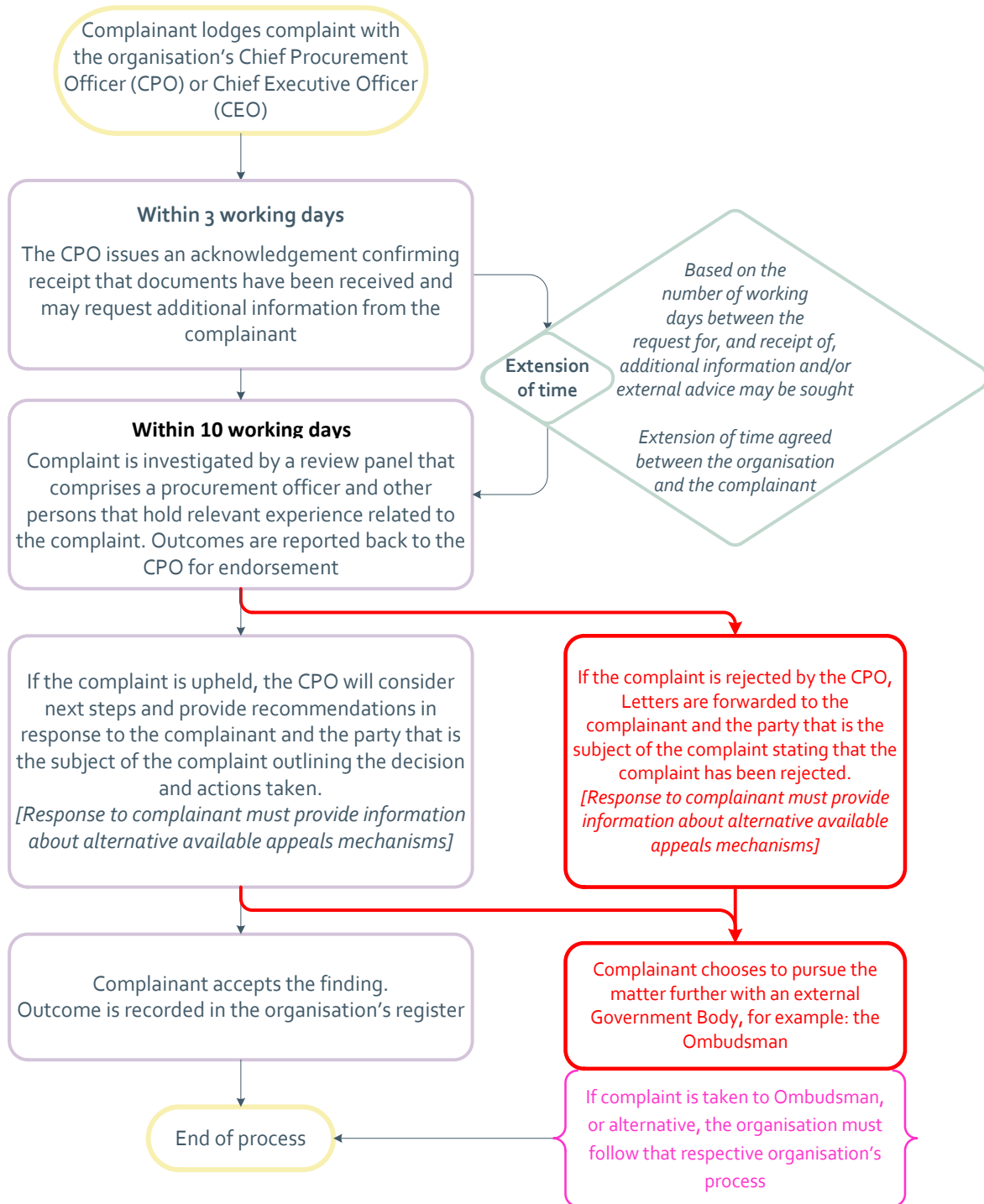
- a. resolved,
- b. is still under investigation, or
- c. couldn't be resolved.


This information will be included in the ADH annual report.

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Complaints Management Process - Flowchart

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



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5. REFERENCES:

Health Purchasing Victoria
CPO Steering Committee

6. RELATED DOCUMENTS:

Procurement Policy
Complaints Policy
Complaints Work Practice Guideline
Contract Management Strategy
Guide to Contract Management
Supplier Engagement Plan

Prompt Doc No: ADH0022481 v2.1	Page 5 of 5	Last Reviewed: 22/04/2020
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