

## **Complaints relating to a Procurement Activity**

### **Procedure**

1. Any complaint about a Procurement Activity process undertaken by *Edenhope & District Memorial Hospital* must be submitted in writing (via Letter, email, website or Fax) to the Chief Procurement Officer.
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;
  - c. any relevant background information; and
  - d. the expected corrective outcome.
3. All complaints received must be entered into the Hospital Complaints Management System.
4. The Quality Manager will allocate the complaint to an authorised staff member to investigate the complaint. The Quality Manager 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 14 days; and
  - c. If the investigation is anticipated to take longer than 21 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 Complaints Management System 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, *Edenhope & District Memorial Hospital* will notify 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 *Edenhope & District Memorial Hospital* to lodge their complaint with HPV; and
  - c. they are required to provide the following documentation to HPV:
    - i. evidence that *Edenhope & District Memorial Hospital* did not correctly apply Health Purchasing Policies in relation to a procurement activity;

**Edenhope & District Memorial Hospital  
EDMH MANUAL**

**Procurement Reform**

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- II. evidence that complaints management procedures were not applied correctly; and
  - III. a copy of all relevant correspondence between the complainant and ***Edenhope & District Memorial Hospital*** in relation to the nature of the complaint.
9. ***Edenhope & District Memorial Hospital*** will maintain a record of all complaints received via the comments and complaints system related to each procurement activity indicating whether the complaint was:
- a. resolved,
  - b. is still under investigation; or,
  - c. couldn't be resolved.

This information will be included in ***Edenhope & District Memorial Hospital***'s annual report.

### 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.

