

Procurement Complaints Management Process

Step 1: Lodging a complaint

To lodge a complaint about a procurement process, please email to procurement@vgccc.vic.gov.au, with details of your complaint detailing the following information:

- Name of person at VGCCC you were liaising and details of the complaint
- Reasons you believe the organisation did not correctly apply VGPB supply policies in relation to a procurement activity (add procurement activity name and reference number in email title)

Step 2: Complaint investigation processes

Within 5 working days of receipt of your complaint:

- You will receive a written acknowledgement of your complaint
- VGCCC will record the complaint of our register

Within 20 working days of receipt of your complaint:

- VGCCC will appoint an independent person to investigate your complaint
- VGCCC will provide you with a written response with the outcome of the complaint investigation

If additional information is required, or the services of external parties are required to advise on elements of the complaint. There will be an extension of time. This will be based on the number of working days between the request for and the receipt of additional information and/or advice sought.

Step 3: Complaint outcome

Once VGCCC has written to you with the complaint outcome, VGCCC will record the outcome in our internal register. If you disagree with the outcome of your complaint, you may refer the complaint to the Victorian Government Purchasing Board (VGPB) for review.