

PORT OF HASTINGS PROCUREMENT COMPLAINT MANAGEMENT PROCESS

3 August 2023

PoHC Procurement Complaint Process

Intention

As a mandated agency of the Victorian Government Purchasing Board, PoHC provides a Procurement Complaint Process, available to the public via the PoHC website.

Objective

To provide a process by which to raise any issues with regard to PoHC procurement activity.

Note

Prior to any complaint, the complainant is kindly requested to read any relevant Conditions of Tender or Quote, and to include any references to these in the complaint.

Lodging a complaint

Any complaint with regard to PoHC procurement must be submitted in writing to PoHC Chief Procurement Officer (CPO) immediately upon the cause of complaint arising or becoming known to the complainant and include:

1. The basis of the complaint, including specifying the issues involved;
2. How the issues affect the complainant (person and/or organisation);
3. Any relevant background information;
4. Clear statement of desired outcome of the complaint.

Assistance

Complainants may seek assistance from other government bodies, such as Office of Small Business Commissioner, Office of the Ombudsman.

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Lodge complaint with PoHC Chief Procurement Officer via
Email: CPO@portofhastings.vic.gov.au or PO Box 249 Crib Point Victoria 3919

PoHC to acknowledge receipt of complaint within five (5) working days of lodgement.
PoHC will advise the complainant of:

1. PoHC contact person
2. Complaint investigation process including where further information from the complainant may be required; and
3. Approximate timeframe for complaint resolution.

Within twenty (20) working days, PoHC will inform the complainant of the outcome and whether PoHC intends to take any further action.
The complaint resolution timeframe may be altered in line with additional information or external advice required for further action and/or resolution. The complainant advised of the timeframe revision.

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Once informed of the complaint findings and outcome(s), the complainant may choose to accept the findings and outcome(s) or to pursue the matter further (see below).



All complaints, findings and actions taken by PoHC will be recorded in PoHC Complaints Register. In line with any relevant privacy legislation, complaints details will be disclosed in PoHC Annual Report.



Where the complaint is not resolved to the satisfaction of the complainant, the complainant may escalate the complaint to the Victorian Government Purchasing Board (VGPB) within five (5) working days from receipt of PoHC findings and outcome(s). Escalations are to be addressed to the Chair of the VGPB at the Department of Treasury and Finance.



END

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