

Suppliers to RDHS and other interested parties may complain if they are dissatisfied or feel aggrieved by a procurement practice, process, or outcome. All complaints will be handled having regard to the principles of fairness, accessibility, responsiveness, and efficiency.

Complaints are treated confidentially and there will be no adverse repercussions for a complainant. There is no financial charge for making a procurement complaint.

Complaints are valued by RDHS because they can help it to improve its policies, systems and service delivery.

PROCEDURE

Procurement complaints should as a minimum:

- Be made in writing by letter or email;
- Contain the complainant's name and address and the name and ABN of the supplier or other interested party they represent.
- How the subject of the complaint (and the specific issues) affects the person or organisation making the complaint, include any supporting background information and evidence; and
- Be marked 'Procurement Complaint' and forwarded to:
Director Corporate Services
Robinvale District Health Services
PO BOX 378
ROBINVALE VIC 3549;
Or via email at: info@rdhs.com.au

All procurement complaints will be acknowledged by RDHS within five (5) working days from the receipt of the complaint. Acknowledgment will be either verbal (i.e., phone call) or written via email or letter.

Complaints will be handled by a person who had no knowledge or involvement in the process that led to the complaint.

Complaints will be investigated in a time frame that reflects the urgency of the complaint. In general, non-urgent complaints shall be investigated within 20 business days from receipt of the complaint. This timeframe may vary depending on the complexity of the complaint and the availability of investigative resources. Urgent complaints will have an investigation commenced within five business days from receipt of the complaint by RDHS.