INTRODUCTION

Alfred Health is committed to transparent and accountable practices when seeking goods and services from suppliers. Alfred Health will ensure that its procurement processes work effectively and fairly for all parties.

Alfred Health has developed a Procurement complaint management process to ensure that any potential suppliers who may have concerns relating to a procurement process conducted by Alfred Health can have them addressed. Please note that the following complaints guideline is for all contracts that have been initiated by Alfred Health and does not include any HPV contracts, which should be addressed directly with HPV.

Our Approach

If the issue cannot be resolved through dialogue, a formal complaint can be lodged which must be submitted in writing to the Chief Procurement Officer (CPO);

- by Letter to Chief Procurement Officer, Alfred Health, PO Box 315, Prahran Vic 3181 or
- by e-mail to Procurement@alfred.org.au

The written complaint must set out:

1. Your name and/or organization’s contact details;
2. The procurement that the complaint relates to;
3. The basis for the complaint specifying the issues involved;
4. How the subject of the complaint and the specific issue affects you or your organization;
5. Any relevant background information; and
6. The outcome desired by you or your organization

Alfred Health will acknowledge your complaint within five (5) working days of its receipt, and will seek to address the complaint within 20 working days of receipt. You may be contacted for further information and/or clarification of your concerns; if longer than 20 days is anticipated to be required, you will be advised accordingly. Next page is a diagram outlining the procedure.

Alfred Health will maintain a record of all complaints received relating to any procurement activity indicating whether the complaint was:

1. resolved:
2. is still under investigation; or
3. could not be resolved
Complainant lodges a complaint (tender outcomes) with the Alfred Health’s CPO. Complaint is recorded in Alfred Health’s register.

**Within 5 working days**
Receipt of complaint acknowledged by Alfred Health. Designated investigation manager who is not involved in the complaint is appointed by CPO.

1. **Is additional information required?**
   - **YES**: Extension of time based on the number of working days between the request for, and receipt of, additional information and/or advice sought. The complainant is to be informed of any extension of time to consider the matter.
   - **NO**: Are the services of external parties required to advise on elements of complaint?
     - **YES**: Extension of time based on the number of working days between the request for, and receipt of, additional information and/or advice sought. The complainant is to be informed of any extension of time to consider the matter.
     - **NO**: Within 20 working days
       - **Within 20 working days**
         - **Complaint is investigated – details recorded in register.**
         - **Response provided to the complainant**

2. **Complainant chooses to pursue the matter with Alfred Health Chief Executive**
   - **Within 10 working days**
     - **Within 10 working days**
       - **Alfred Health Chief Executive has the final determination. Complainant may seek external remedy via HPV if they are not satisfied with the outcome**
   - **Process as agreed by both parties**

3. **Complainant accepts the finding – outcome recorded in Alfred Health’s register**