

Suppliers to MTHCS 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 MTHCS 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:

Chief Procurement Officer
Mallee Track Health and Community Service
PO Box 130 Ouyen VIC 3490;
Or via email at: mail@mthcs.vic.gov.au

All procurement complaints will be acknowledged by MTHCS 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 timeframe 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 MTHCS.

Referring a complaint to the Health Share Victoria (HSV) for review:

A complainant can refer a complaint to the HSV for review if not satisfied with the findings and actions of MTHCS. This could be related to the management of the complaint or the application of the Health Share Victoria Policies.

Complaints submitted to the HSV must be lodged by letter, email or fax within 10 working days of the receipt of the findings by MTHCS to:

Chief Executive
Health Share Victoria
Level 34, Casselden, 2 Lonsdale Street
Melbourne Victoria 3001
Electronically to: complaints@healthsharevic.org.au

The complainant must provide the following material:

1. Evidence that the mandated health service did not correctly apply Health Share Victoria Policies in relation to a procurement activity;
2. Evidence that MTHCS complaints management procedures were not applied correctly;
3. A copy of all relevant correspondence between the complainant and MTHCS in relation to the nature of the complaint;
4. Any additional material requested by the HSV to assist it in its findings.