 NCN Health Nathalia Cobram Numurkah	Title:	Complaints Relating to a Procurement Activity NCN		
	Risk rating:	Low		
Document Type:	Policy	Department:	Corporate	
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Contributors	Justin Sullivan	Director of Operations		
Committees:	Finance and Resources	Date:	27.02.2024	

Purpose:

This procedure describes the process for a managing a complaint related to procurement activities.

Target Audience:

This procedure is applicable to all staff at NCN Health who have authorised/approved responsibility for undertaking procurement activities.

Definition:

A procurement complaint is an issue or concern expressed by a supplier in relation to the process and probity applied by NCN Health when carrying out a procurement activity.

Procedure:

Any complaint about a Procurement Activity process undertaken by NCN Health, must be submitted in writing (via Letter, email or website) to the Chief Procurement Officer or Chief Executive Officer.

PROCEDURE:

The written complaint must set out:

- the basis for the complaint (specifying the issues involved);
- how the subject of the complaint (and the specific issues) affect the person or organisation making the complaint;
- any relevant background information; and
- the expected corrective outcome.

All complaints received must be entered into the Hospital Incident Management System. Escalation of the incident is to the Chief Executive Officer (CEO).


The CEO will allocate the complaint to an authorised staff member to investigate the complaint. The CEO will ensure that any complaints received about a staff member are not investigated or responded to by that individual staff member in question.

All complaints will be dealt with in a timely manner:

- Formal complaints will be acknowledged within 3 days;
- In the majority of cases, investigation(s) are to be completed within 7 days; and
- If the investigation is anticipated to take longer than 14 days, the complainant is to be notified of the likely response date.

The Investigating Officer may throughout the course of their investigation require to meet with the Complainant to either clarify any issues of seek further information.

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Once the complaint is resolved the entry will be closed and any corrective action identified as a result of the investigation will be brought to the attention of the Finance and Audit Committee where appropriate action will be undertaken.

If the complaint cannot be resolved to the satisfaction of both parties, NCN Health will notify HSV within five working days that the complaint could not be resolved and will advise the complainant that:

The matter can be referred to the Board of Health Share Victoria (HSV) for their review at the following address;

The Chair
 HSV Board
 Health Share Victoria
 Level 34, 2 Lonsdale Street
 Melbourne Victoria 3000

they have 10 days from the date of receipt of the findings by NCN Health to lodge their complaint with HSV; and they are required to provide the following documentation to HSV:

- evidence that NCN Health did not correctly apply Health Share Policies in relation to a procurement activity;
- evidence that NCN Health's complaints management procedures were not applied correctly; and
- a copy of all relevant correspondence between the complainant and NCN Health in relation to the nature of the complaint.
- any additional material requested by the HSV Board to assist it in its findings.


NCN Health will maintain a record of all complaints received related to each procurement activity indicating whether the complaint was:

- resolved,
- is still under investigation, or
- couldn't be resolved.

This information will be included in NCN Health's annual report.

Health Share Victoria Board:

- Will inform the mandated health service and complainant of its findings and any further action it intends to take in relation to the matter;
- Can require the CEO to audit its application of Health Share Policies in relation to the procurement activity;
- Can inform the Minister of Health of its review of a complaint and advise the Minister of further action that could be taken; and
- May note the outcome of a review in relation to any complaint in its annual report to Parliament.

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Evaluation:

- Health Share Victoria 3 Yearly Audit

Key Aligned Documents:

- Compliment and Complaints Management

Key Legislation, Acts and Standards:


- Health Services Act (1988)

References:

- Health Share Victoria Procurement Policy (2014)

Appendices:

- Appendix 1: Complaints Management Process - Flowchart

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Appendix 1: Complaints Management Process - Flowchart

A complainant can refer a complaint about goods and services procurement to the CPO for review if not satisfied with the findings and actions of the organisation for the procurement activity.

