

## How to lodge a complaint about the Procurement Process at Eastern Health.

This document explains what you should do if you have an issue or concern in relation to the process and probity applied by Eastern Health when carrying out a procurement activity.

Eastern Health is committed to an effective procurement process that demonstrates transparency and accountability, and this also applies to the management of any complaints about the procurement process from suppliers/potential suppliers. If you are concerned about any conduct that could involve fraud, corruption, or improper conduct it may also be appropriate for you to refer the matter to the Independent Broad-based Anti-corruption Commission (IBAC). <http://www.ibac.vic.gov.au/reporting-corruption>

In the first instance, it is preferred that you discuss your concerns with the Eastern Health manager responsible for the area of procurement that relates to your complaint. This may result in a swift response that will resolve your complaint (e.g. if there has been a communication issue).

If you do not get a response that resolves your issue, then you should lodge your complaint in writing (letter or email) and send it to the Chief Procurement Officer (CPO) at Eastern Health. To help us address your complaint promptly, please provide the following information in your email or letter.

1. The basis of your complaint. Please specify exactly what your complaint is.
2. Explain how the subject of your complaint (and the specific issues) has affected you?
3. Provide any relevant background information.
4. Describe what you expect to be the corrective action taken by Eastern Health to resolve your complaint.
5. Provide your contact details, including a phone number you can be contacted on.

### Contact Details

**By email:** Write 'Procurement Complaint- Attention Chief Procurement Officer' in the email subject line and send to [Finance.Department@easternhealth.org.au](mailto:Finance.Department@easternhealth.org.au)

**By mail:** Write to the:  
Chief Procurement Officer  
Eastern Health  
PO Box 94  
Box Hill  
Victoria 3128  
Australia

### Eastern Health's response to your complaint.

The Chief Procurement Officer will ensure that your complaint is allocated to an appropriate staff member for investigation (one who is not involved in the subject matter of the complaint). The investigating staff member may seek to meet/contact you to either clarify any issues or seek further information.

All complaints will be dealt with in a timely manner and acknowledged by return email or letter, within 5 working days of receipt. Where possible, investigations are to be completed within 10 working days. If the investigation is anticipated to take longer than 10 days, Eastern Health will notify you of the likely response date.

Eastern Health will notify you by email or mail of its response to your complaint, including any action it will take.

**If your complaint is not resolved between yourself and Eastern Health**

If your complaint cannot be satisfactorily resolved between Eastern Health and yourself, Eastern Health will notify Health Purchasing Victoria (HPV) that this has occurred.

If you wish to have the matter reviewed by HPV, you must lodge your complaint with HPV within 10 working days of receipt of the response from Eastern Health about the outcome of the complaint investigation.

In your correspondence to HPV you must provide the following information:

- a. evidence that Eastern Health did not correctly apply Health Purchasing Policies in relation to a procurement activity;
- b. evidence that Eastern Health's complaints management procedures were not applied correctly; and
- c. a copy of all relevant correspondence between yourself and Eastern Health in relation to the nature of the complaint.

The HPV Board may request additional material from you, to assist in its investigation.

You can refer the matter to the Board of Health Purchasing Victoria (HPV) for review at the following address:

The Chair  
HPV Board  
Health Purchasing Victoria  
Level 34, 2 Lonsdale Street  
Melbourne Victoria 3000