

Complainant lodges a complaint in letter or email addressed to the Chief Procurement Officer - DET (procurement@edumail.vic.gov.au)

Within five working days

Acknowledge receipt of complaint. Acknowledgment indicates as a minimum:

- Appointed person to review;
- process to be taken by organisation; and
- Approximate timeline to address the matter.

Is additional information required from the complainant?

Does the matter require services of external parties to advise on elements of the 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.

Within 20 working days

Complaint addressed and complainant is informed of the findings and whether it intends to take any further action.

If dissatisfied with the Department's response, further request for review can be made to the VGPB. The request must be made through the Department.

Complainant accepts the finding

Within 5 working days

Department informs the VGPB of any complaint that could not be resolved to the satisfaction of both parties.

End of Process

Other government agencies may be able to assist with enquiries:

Office of the Ombudsman
Office of the Small Business Commissioner

NO

NO