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**

**NO NO**

**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 by 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.

Other government agencies may be able to assist with enquiries:

Office of the Ombudsman Office of the Small Business Commissioner

End of

Process