

Department of Education Procurement Complaint Management Framework

If a complainant has been unable to resolve their concern with the relevant project team, they must lodge a formal written complaint (letter or email) addressed to the Chief Procurement Officer (CPO) of the Department of Education via procurement@education.vic.gov.au.

The written complaint must set out:

- The complainant's name and contact details, and the name of any organisation they represent
- The procurement to which the complaint relates
- The basis of the complaint, specifying the issues involved
- How these issues have impacted the complainant and/or their organisation
- The desired outcome from this complaint process
- Any other relevant background or context

Within 5 working days, the CPO will acknowledge receipt of the complaint.

Acknowledgement will include, at a minimum:

- The name of the person appointed to lead the review (the reviewer)
- Detail of any further information initially required by the reviewer
- The process to be undertaken by the reviewer
- A timeline for the review to be completed and an outcome advised

The review will, unless there is further time approved, take no more than 20 working days to produce a report of findings for the CPO.

The reviewer will keep the complainant informed of any approved changes to this timing.

The reviewer may seek an extension to that timeframe where circumstances reasonably justify that extension.

This may include:

- Additional information being required from the complainant that is not immediately available
- Where the reviewer determines that third-party input should be sought in order to properly assess the complaint

The CPO must approve any extension.

The CPO will provide the complainant with the outcome of the review and advise whether any actions will be taken as a result.

If the complainant accepts the outcome of the review, the matter is closed.

If the complainant is unsatisfied with the outcome, they are entitled to seek further review of their complaint and the outcome by the Victorian Government Purchasing Board (VGPB) in the manner specified in the VGPB's *Governance Policy*.

DE will advise the VGPB within 5 working days of any complaint that could not be resolved to the satisfaction of both parties.

Other organisations that the complainant may engage are the Victorian Ombudsman and the Victorian Small Business Commission.