

## Procurement Complaints Management Procedure

**Melbourne Water has developed a Complaints Management Process to deal with complaints about the procurement process.**

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

**Purpose:** The formal Complaints Management Process is intended to ensure that all complaints, regarding a procurement process, are handled in a consistent, fair and transparent manner.

If your complaint is related to an existing contract, the dispute resolution process within the contract shall apply.

This process does not apply to improper conduct complaints that are addressed by the [Public Interest Disclosure Procedures](#).

### Melbourne Water (MW) Complaints Management Procedure

The MW Procurement Complaints Management Process in relation to Procurement is detailed below:

<b>Melbourne Water (MW) Procurement Complaints Management Process</b>
<p><b>Step 1: Lodging a complaint</b></p> <p>To lodge a complaint about a procurement process, please refer to the Melbourne Water's website <a href="#">Complaints, complements and suggestions</a> section. Complaints can be submitted via phone, email or the Melbourne Water Contact Form. The complaint will be received by the Melbourne Water Customer Service Centre (CSC) and allocated to the relevant area within the Procurement function in line with Melbourne Water's Customer Complaints Handling Procedure.</p> <p>The complainant must include the basis for the complaint and provide evidence that Melbourne Water did not correctly apply sourcing policies in relation to a procurement activity.</p>
<p><b>Step 2: Complaint investigation process</b></p> <p>Within 2 working days of receipt of your complaint:</p> <ul style="list-style-type: none"> <li>You will receive a written acknowledgement of your complaint.</li> <li>MW will record the complaint on the MW complaints register.</li> </ul> <p>MW will appoint an independent person to investigate the complaint.</p> <p>The time we spend investigating is determined by the complexity of the complaint. MW will keep you informed along the way of our steps and expected timeframe to resolve.</p> <p>MW may also request additional information related to the complaint.</p>
<p><b>Step 3: Complaint outcome</b></p> <p>MW will provide you with a written response with the outcome of the complaint investigation.</p>

Once MW has written to you with a complaint outcome, MW will record the outcome in the MW complaints register.

If the you disagree with the complaint outcome, you may refer the complaint to the Victorian Government Purchasing Board for review.

Complaints submitted to the VGPB must be lodged by letter, email or fax within 10 working days of the receipt of the findings by the organisation to:

The Chair  
Victorian Government Purchasing Board  
Department of Treasury and Finance  
GPO Box 4379  
MELBOURNE VIC 3001  
Email address: [vgpb@dtf.vic.gov.au](mailto:vgpb@dtf.vic.gov.au)

You must provide the following material:

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

The VGPB will manage the complaint in line with the [VGPB Complaints Management processes](#).

If a complaint cannot be resolved to the satisfaction of both parties, MW will inform the Victorian Government Purchasing Board within five working days.