

Procurement Complaints Procedure

Step 1: Lodging a complaint

To lodge a complaint about a procurement process, please email details of your complaint to contact@VicScreen.vic.gov.au

Step 2: Complaint investigation process

Within 5 working days of receipt of your complaint:

- You will receive a written acknowledgement of your complaint.
- The complaint will be recorded on the agency's register.

VicScreen will appoint an independent person to investigate the complaint. Within 20 working days of receipt of your complaint:

- The independent person will investigate your complaint.
- VicScreen will provide you with a written response with the outcome of the complaint investigation.

If additional information is required, or the services of external parties are required to advise on elements of the complaint, there will be an extension of time. This will be based on the number of working days between the request for, and receipt of, additional information and/or advice sought.

Step 3: Complaint outcome

Once written communication on the complaint outcome has been provided, the outcome will be recorded in the agency's register. If you disagree with the outcome of your complaint, you may refer the complaint to the Victorian Government Purchasing Board for review.