

Casterton Memorial Hospital



Procurement Complaints Policy

Document history

Document location

This document is only valid from the day it was printed and approved. The electronic copy of this document will be accessible via Applications Tab – PROMPT section of the Casterton Memorial Hospital intranet.

Revision history

Version	Revision Date	Summary of Changes	Prepared By	Approved By
1.0	2023 December	Update to reflect new HSV Purchasing Policies (Jan 2023)	Jason Wass ¹	Internal Audit & Risk Committee

Approvals

Name	Signature	Title	Date of Issue	Version

Distribution

Name	Title	Date of Issue	Version

Related documents

Title	Author	Date of Issue	Version
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Refer to Related Documents List contained at the end of this Policy.

¹ Regional Procurement Program Lead

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PURPOSE

HealthShare Victoria's Purchasing Policies framework supports a more strategic and efficient approach to procurement and has reformed the way in which procurement is conducted within the Victorian Public health sector.

The purpose of this document is to detail Casterton Memorial Hospital 's policy for managing complaints related to the procurement of goods, services and building works and forms part of the Health Service's response to HSV Purchasing Policy 1, Parts 3.4 and 3.6.

SCOPE

This policy covers all procurement activity, with the characteristics of each procurement event remaining relevant to how Casterton Memorial Hospital will respond to a complaint from a supplier or potential supplier.

It is the responsibility of all staff involved in procurement activities, which are governed by Casterton Memorial Hospital 's Procurement Policy, Code of Ethics and Code of Conduct, to ensure fairness in our dealings with suppliers and potential suppliers.

Staff who wish to raise a complaint regarding a particular procurement activity can do so through the health service's internal grievance processes.

PROCESS

Complaints are respected at Casterton Memorial Hospital as they help improve policies, systems, and service delivery.

If as a supplier or a potential supplier you believe that the health service has not treated suppliers or potential suppliers fairly in relation to a procurement activity undertaken by Casterton Memorial Hospital , it is recommended that in the first instance, you attempt to resolve the issue through direct dialogue with the Casterton Memorial Hospital staff member responsible for the activity.

If the issue cannot be resolved through dialogue, you are entitled to lodge a formal complaint. Formal complaints must be submitted in writing and addressed to the Chief Procurement Officer (CPO). Correspondence can be addressed to either:

- Chief Procurement Officer, Casterton Memorial Hospital, 63 – 69 Russell St, Casterton VIC 3311; or
- Chief Procurement Officer, Casterton Memorial Hospital via e-mail loren.hulm@cmh.org.au

The written complaint must set out:

- the basis for the complaint (specifying the issues involved);
- how the circumstances relating to the complaint (and the specific issues) affect you or your organisation;
- any relevant background information; and
- the expected corrective outcome.

All complaints will be treated as confidential and there will be no adverse repercussions for a complainant.

The CPO will allocate the complaint to an authorised staff member to investigate. The authorised staff member may delegate the investigation to another person in the event of leave or their unavailability.

The CPO will ensure that any complaints received relating to a particular staff member are not investigated or responded to by that named individual.

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All complaints will be dealt with in a timely manner:

- Formal complaints will be acknowledged within 3 working days;
- In most cases, investigation(s) can be expected to be completed within 30 days; and
- If the investigation is anticipated to take longer than 30 days, you will be notified of the likely response date.

The investigating officer may throughout the course of their investigation, be required to meet or contact you to either clarify any issues or seek further information.

Once the investigation is complete, any corrective action required will be brought to the attention of the Executive Management Team, where appropriate action(s) will be undertaken to prevent future occurrences which may result in similar complaints.

Upon completion of the investigation and in consultation with the CPO, you will be notified in writing of the outcome.

THE ROLE OF HSV

HealthShare Victoria has several legislative functions under the Health Services Act 1998 (Vic), including powers to fulfil the following functions:

- To supply or facilitate supply of goods and services
- To provide advice and training
- To develop policies and practices to promote best value and probity
- To monitor compliance by public hospitals and health services with HSV directions and purchasing policies and to report irregularities to the Minister
- To foster improvements in use of systems and e-commerce
- To maintain useful data and share that with health services
- To ensure probity is maintained in the purchasing, tendering and contracting of public hospitals

If the complaint cannot be resolved to the satisfaction of both parties, Casterton Memorial Hospital will notify HealthShare Victoria (HSV) within five working days that the complaint could not be resolved and will advise you that:

- the matter can be referred to the Board of HealthShare Victoria (HSV) for their review at the following address;
 - The Chair
HSV Board
HealthShareVictoria
Level 34, 2 Lonsdale Street
Melbourne Victoria 3000
 - helpdesk@healthsharevic.org.au
- you have 10 days from the date of receipt of notification of the findings by Casterton Memorial Hospital to lodge your complaint with HSV; and
- you are required to provide the following documentation to HSV:
 - evidence that Casterton Memorial Hospital did not correctly apply HSV Health Purchasing Policies in relation to a procurement activity;
 - evidence that Casterton Memorial Hospital 's complaints management procedures were not applied correctly; and
 - a copy of all relevant correspondence between you and Casterton Memorial Hospital in relation to the nature of the complaint.

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Following HSV's review of the complaint, HSV:

- a. will notify the Mandated Health Service Provider and Complainant of its findings and any further action it intends to take in relation to the matter;
- b. may require an audit of the Mandated Health Service Provider's application of Health Purchasing Policies in relation to the procurement activity;
- c. may inform the Minister of Health of its review of the complaint and recommend appropriate further action; and
- d. may note the outcome of a review in relation to any complaint in the annual report to Parliament.

Related Documents

- Procurement Strategy
- Procurement Activity Plan
- Capability Development Plan
- Supplier Engagement Plan
- Emergency Management Plan
- Other Policies/Procedures
- Conflict of Interest Procedure
- Gifts, Bribes and Benefits
- Code of Conduct
- Critical Incident Procurement Procedure

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