

Title

## Vendor Complaints Management Process (procurement)

### INTRODUCTION

Alfred Health is committed to transparent and accountable practices when seeking goods and services from suppliers. Alfred Health will ensure that its procurement processes work effectively and fairly for all parties.

Alfred Health has developed a Procurement complaint management process to ensure that any potential suppliers who may have concerns relating to a procurement process conducted by Alfred Health can have them addressed. Please note that the following complaints guideline is for all contracts that have been initiated by Alfred Health and does not include any HPV contracts, which should be addressed directly with HPV.

### Our Approach

If the issue cannot be resolved through dialogue, a formal complaint can be lodged which must be submitted in writing to the Chief Procurement Officer (CPO);

- by Letter to Chief Procurement Officer,  
Alfred Health, PO Box 315, Prahran Vic 3181 or
- by e-mail to [Procurement@alfred.org.au](mailto:Procurement@alfred.org.au)

The written complaint must set out:

1. Your name and/or organization's contact details;
2. The procurement that the complaint relates to;
3. The basis for the complaint specifying the issues involved;
4. How the subject of the complaint and the specific issue affects you or your organization;
5. Any relevant background information; and
6. The outcome desired by you or your organization

Alfred Health will acknowledge your complaint within five (5) working days of its receipt, and will seek to address the complaint within 20 working days of receipt. You may be contacted for further information and/or clarification of your concerns; if longer than 20 days is anticipated to be required, you will be advised accordingly. Next page is a diagram outlining the procedure.

Alfred Health will maintain a record of all complaints received relating to any procurement activity indicating whether the complaint was:

1. resolved;
2. is still under investigation; or
3. could not be resolved

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