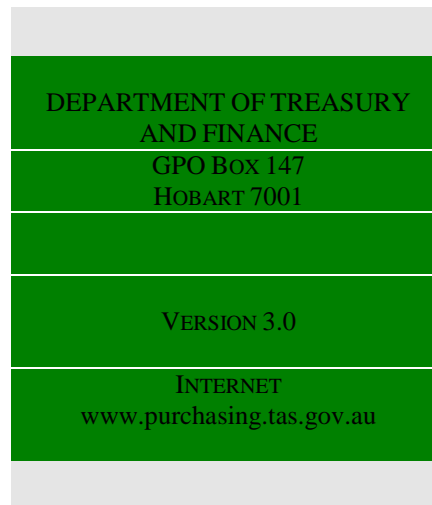
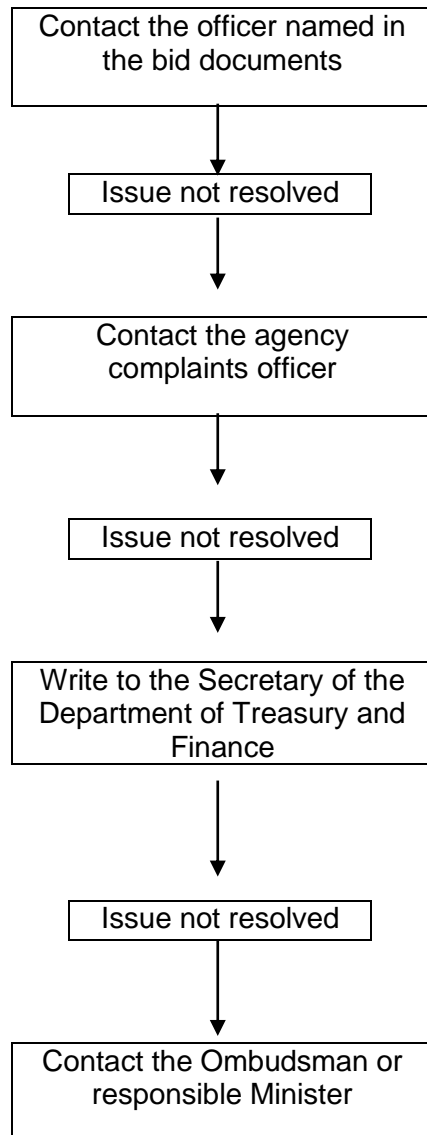


Complaints process



Got a Complaint?



Got a complaint?

If you are concerned that a government agency has not adhered to the established purchasing principles or policies, you are entitled to make a complaint.

It is your responsibility to ensure that every effort is made to resolve any problems/complaints with the agency concerned and not to make frivolous complaints.

Please note, any allegations of official misconduct of a criminal nature should be referred directly to Tasmania Police.

Complaints process

1. Contact the agency concerned and discuss the problem or complaint with the person named on the bid documentation.

If you have a concern about a specific tender or contract, you should seek to resolve the problem informally with the contact officer in the first instance.

2. If you are not satisfied with the outcome, or if you have a non-specific purchasing-related concern, contact the agency's nominated purchasing complaints officer.

You can contact the complaints officer by phone, or in writing. See the list of purchasing complaints officers available at

www.purchasing.tas.gov.au for contact details.

When you make your complaint, please ensure that you provide all relevant information including:

- your name, address and contact details;
- tender or contract details, including reference numbers;
- the date the tender closes (if relevant);
- the nature of the complaint, eg. whether the complaint is about tender specifications, the evaluation process, failure to seek public tenders etc; and
- all relevant supporting information or documentation.

Agencies are required to investigate all complaints in a timely manner and to provide regular feedback to you.

You should note that if a contract has been entered into, it is unlikely that the decision can be overturned. However, where a contract has not been finalised, and government procurement principles or policies have not been followed, appropriate remedial action will be taken. This may include re-calling tenders or quotations, provided that there will be no undue cost or disadvantage to other companies.

All complaints are investigated free of charge.

3. If you still feel that your complaint has not been resolved you should then write

to the Secretary of the Department of Treasury and Finance.

Write to:

Secretary
Department of Treasury and Finance
GPO Box 147
HOBART TAS 7001

You will need to provide all relevant information, including copies of correspondence with the agency against which the complaint is being made.

The Department of Treasury and Finance will take the necessary action to investigate the complaint, including, in certain circumstances, employing a Probity Auditor.

4. If you are not satisfied with the response from the Department of Treasury and Finance, you may wish to approach the Ombudsman or the Minister responsible for the tendering agency.

You will need to provide all relevant information, including copies of correspondence with the agency against which the complaint is being made and with the Department of Treasury and Finance.