Procurement Process Complaint Form

*This form is to assist you in making a complaint about the procurement process or probity issue adopted by the Department of Government Services.*

*For the protection of everyone’s privacy, we can accept only complaints made by the person or company involved – or an authorised representative. Therefore, if you want to complain on behalf of another person or company, please provide a proof of your authority to do so.*

*To assist our staff, it is important that all the required information is legible. If more space is needed, please attach additional pages. Use of this form, however, is optional.*

## Collection Notice

We will use the information you provide on this form only to investigate and conciliate your complaint against the Department of Government Services. We will usually disclose the information you give us to those areas within the Department that may have information relevant to your complaint. In the event of a challenge to a decision by this Department, we may need to disclose this information to a review body or court.

### Your Details

|  |  |
| --- | --- |
| **Name** |  |
| **Address** |  |
| **Postcode** |  |
| **Contact number** |  |
| **Business name** |  |
| **Email** |  |
| *Please advise our office as soon as possible if any of your contact details change.* | |

**Fill out this box if you are complaining on behalf of someone else.**

|  |  |
| --- | --- |
| **Name of that person** |  |
| **What is your relationship to that person?** |  |
| *Please provide proof of your authorisation – i.e., a written authorisation by the individual wishing to make the complaint. Please submit them with this form.* | |

### What / Who are you complaining about?

|  |
| --- |
| *Please provide all the information that you think is relevant to your complaint.* |
| **I am complaining about the procurement concerning:** (detail below) |
|  |
| **What involvement did you have throughout the procurement process?** (detail below) |
|  |
| *If there are more Agencies/individuals you are complaining about, please provide the details on an additional page.* |

### Your Complaint

|  |
| --- |
| **How do you believe that DGS’ procurement process or probity practice affected you?** |
| *Please describe (below) briefly how, in your view, the procurement process or probity practice is of concern to you.*  ***What*** *happened,* ***where*** *did it happen,* ***when*** *did it happen, and* ***who*** *did it?*  *Please give us as many details as you can recall.* |
|  |
| **What impact has this had on you?** (detail below) |
|  |
| **What outcome would you like to see from this complaint?** (detail below) |
|  |

### Supporting Documents

Please give us copies (not the originals) of any documents that may help us to investigate your complaint (for example, any correspondence or records of conversations you have had with the area involved). Please submit these with the form.

**Please sign and date this form.**

Signature:

Date:

Please send this completed form to:

The Corporate Procurement Team  
Department of Government Services  
1 Macarthur Street, Melbourne, VIC 3000  
email: cpt@dgs.vic.gov.au