

VIT Procurement Complaints Procedure

The Victorian Institute of Teaching (VIT) aims to ensure that all procurement activities are conducted in accordance with the Buying for Victoria [Complaints management – goods and services procurement guide](#) to ensure that any concerns relating to the procurement process can be addressed within the recommended timelines to the satisfaction of both parties.

To ensure fairness in our dealings with suppliers, all staff involved in procurement activities are governed by the VIT Purchasing and Social Procurement Policy and VPSC Code of Conduct.

If any organisation feels that it has not been treated fairly regarding a procurement activity undertaken by VIT, it is recommended that the issue be resolved through direct dialogue with the VIT staff member responsible for the activity in the first instance. If the issue cannot be resolved through dialogue, a formal complaint must be submitted in writing to the Chief Procurement Officer (CPO).

To lodge a complaint about the process, a written letter can be sent to the Chief Procurement Officer:

Director Shared Services
Chief Procurement Officer
Victorian Institute of Teaching
PO BOX 531, Collins Street West VIC 8007.

The written complaint must set out the following

- 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
- the expected corrective outcome.

The Chief Procurement Officer will allocate the complaint to an authorised staff member to investigate the complaint or to any other authorised staff member as deemed necessary. The CPO will ensure that any complaints received relating to a particular staff member are not investigated or responded to by that individual.

All complaints will be dealt with promptly

- formal complaints will be acknowledged within five working days
- in the majority of cases, investigation(s) are to be completed within 20 working days; and
- if the investigation is anticipated to take longer than 20 working days, the complainant will be notified of the likely response date.

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

Once the investigation is complete, any required corrective action will be brought to the attention of the Director or Manager, and appropriate action (s) will be undertaken to prevent future occurrences that may result in similar complaints.

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

If the complaint cannot be resolved to the satisfaction of both parties, VIT will notify the Victorian Government Purchasing Board (VGPB) within five working days that it cannot be resolved and will advise the complainant that the matter can be referred to the VGPB for their review.

Complaints submitted to the VGPB must be lodged by letter, email or fax within ten working days of the receipt of the findings by the organisation to:

The Chair
Victorian Government Purchasing Board
Department of Treasury and Finance
GPO Box 4379
MELBOURNE VIC 3001

The complainant must provide the following material

- evidence that the organisation did not correctly apply supply policies about a procurement activity
- evidence that the organisation's complaints management procedures were not applied correctly
- a copy of all relevant correspondence between the complainant and the organisation about the nature of the complaint
- any additional material requested by the VGPB to assist it in its findings.