

Making a procurement related complaint

RAISING A PROCUREMENT RELATED COMPLAINT

Complaints relating to a procurement process must be made in writing. You are welcome to use the on-line feedback form at:

www.environment.sa.gov.au/Contact_us/Provide_feedback

or mail your complaint to:

Chief Executive Officer
Department for Environment and Water
GPO Box 1047
ADELAIDE SA 5001

Anyone can make a complaint. If you do not want to make the complaint yourself, you can ask a person not directly associated with the complaint to do it on your behalf. For example, a solicitor, Member of Parliament, or family member can submit a complaint for you. If someone makes a complaint on your behalf, we may still need to contact you to confirm details of the complaint.

If you require assistance to make a complaint, the following services are available:

- the National Relay Service provides a phone service for people who are deaf or have a hearing or speech impairment: www.relayservice.com.au
- the Interpreting and Translating Centre provides interpreting and translating services for a fee: www.translate.sa.gov.au.

WHAT HAPPENS TO YOUR COMPLAINT?

Your complaint will be given careful attention. The Agency's Independent Complaints Officer will try to resolve it as soon as possible or investigate the matter further. Many complaints are finalised quickly. Complex complaints may take much longer. Unless your complaint is resolved quickly, you will be regularly kept informed of progress.

All endeavours will be made to acknowledge your complaint within 5 working days and advise you of who is dealing with your complaint.

When the complaint has been investigated, you will receive advice in writing. If you are not satisfied with the outcome, you will be given the opportunity to discuss the outcome with the delegated officer. If you are still not happy with the outcome of your complaint, we may engage an

Independent Advisor to resolve the complaint. You will be advised in writing of the outcome of this investigation. You will also be given the opportunity to discuss the outcome of the complaint with an appropriate senior manager.

If you are still not happy with the response to, or outcome of your complaint, you can make an application for a review, in writing, to the:

Chair
State Procurement Board
Policy, Standards and Governance
Department of the Premier and Cabinet
Level 7 Westpac House, 91 King William Street
Adelaide SA 5000

