



DEW Procurement Supplier Complaint Steps

In line with DEW's Procurement Framework, the following steps should be undertaken when dealing with a supplier complaint.

Formal complaint lodged with DEW	
Step 1	<p>Suppliers have a minimum of 14 calendar days to submit a complaint in writing (from the time when the complaint becomes known or should have been known to the supplier) addressed to the Office of the Chief Executive or Manager, Procurement Services for investigation.</p> <p>The written complaint can be lodged using the DEW Supplier Complaint Form or via email or letter and should include:</p> <ul style="list-style-type: none">• background information identifying the relevant tender, process and dates;• a brief summary of the problems or concerns;• an outline of any dealings to date with DEW or relevant entity aligned with DEW, (including relevant communications, names, meetings);• the outcome/resolution sought; and• contact details (including names, addresses, and phone numbers).
Step 2	<p>All formal complaints will be investigated, and responded to in writing by the Manager, Procurement Services as the independent officer who is not directly involved in the subject matter of the complaint.</p> <p>The independent officer will acknowledge receipt of the complaint, provide the supplier with initial detail about the process and timeframe for review within 7 days of receipt of the complaint, and complete Steps 3-12 as required.</p>
Investigation	
Step 3	<p>Identify whether the complaint needs to be referred to another authority, or whether another public authority should be consulted on the complaint, including if the complaint relates to:</p> <ul style="list-style-type: none">• allegation of criminal activity (refer to SAPOL);• allegations of public officer corruption, misconduct or maladministration (refer to ICAC);• complaints related to IPP (refer to the Office of the Industry Advocate); or• breaches of International Obligations (refer to DTF Procurement Services SA).

Step 4	Refer the complaint and document all information, decisions, and correspondence, or move to Step 5
Step 5	The Manager, Procurement Services, as DEW independent officer, investigates the complaint (i.e. a person not directly involved in the subject matter of the complaint).
Step 6	If the complaint can be resolved immediately without additional investigation, the DEW independent officer will provide the supplier with written notification of the decision in a timely manner.
Step 7	Close the complaint and document all information, decisions, and correspondence, or move to Step 8.
Step 8	<p>If further investigation is warranted, an independent officer with sufficient skills and knowledge to undertake a thorough and impartial review should be appointed.</p> <ul style="list-style-type: none"> • This person may or may not be the same officer as the person conducting the initial review and may be an internal or external officer. • The investigation should be undertaken within a reasonable timeframe. • The supplier should be regularly informed of the process and if timeframes for resolution are expected to change.
Step 9	Once a determination is made, notify the supplier, in writing, of the outcome and advise any action(s) being taken, reasons, remedies or resolutions.
Step 10	Supplier is given 7 calendar days to advise of acceptance (or otherwise) of the findings.
Step 11	<p>If the supplier accepts findings, close the complaint and document all information, decisions, and correspondence, or move to Step 12.</p> <p>The Manager, Procurement Services is responsible for preparing a report on the outcome of the investigation. This report is to be provided to the original procurement delegate and the Executive Officer of the Procurement Governance Committee (PGC) for noting.</p>

Escalation to Procurement Review Committee	
Step 12	<p>If the investigation cannot be resolved to the satisfaction of DEW AND the supplier, the Chief Executive will inform the Procurement Review Committee (PRC), via Procurement Services SA, within 7 calendar days of notification.</p> <ul style="list-style-type: none"> • DEW will provide all relevant documentation to the PRC, via Procurement Services SA, including details of any investigation already undertaken outlining the process and outcome. • The supplier will be advised that their complaint has been sent to the PRC for review and will be provided with the opportunity to reply to DEW’s response before the PRC has made recommendations relating to the complaint. <p>In the case of the supplier escalating the complaint to the PRC:</p> <ul style="list-style-type: none"> • The supplier will submit the Supplier Complaints Form or written notification to Procurement Services SA within 7 calendar days of advising DEW of their non-acceptance of the independent investigation findings. • Procurement Services SA will notify DEW that the supplier has escalated the complaint, within 7 calendar days of receiving the escalated complaint. <p>Role of the Procurement Review Committee:</p> <p>The PRC will not participate in a complaint management process until the complaint has been investigated by DEW and/or independent investigation – unless the Treasurer considers that the circumstances warrant an earlier intervention.</p> <p>The PRC:</p> <ul style="list-style-type: none"> • Can make recommendations to DEW on the resolution of the complaint. • May recommend to the Treasurer to direct DEW to suspend or reconduct all or any part of the procurement process if required. • Will refer matters to the appropriate authority as required. • Will provide recommendations, in writing, in a timely fashion.
Appeal	
Step 13	<p>If the complaint remains unresolved to the satisfaction of the supplier, provide the complainant with information of the Ombudsman SA.</p>

(All complaints of a general nature (excluding procurement), should be made via the external link [DEW Feedback and Complaints](#) or sent to the Independent Complaints Officer in the Office of the Chief Executive).