

Treasurer's Instruction No	1117
Title	Procurement Complaints: goods and services
Effective date	1 January 2009
Objective and Background	Provides instruction and guidance on the establishment and operation of the procurement complaints process within agencies.
Version Number	8

Black letter (or bold) items within these Instructions are mandatory and other plain font items are instructional or for the purpose of providing guidance only.

- (1) This Instruction applies only to the procurement of goods and services and is to be read in conjunction with other Instructions relating to goods and services which are contained in the 1100 series of the Treasurer's Instructions.**

Further information on goods and services procurement, including a definition of "goods and services", can be located on the [Purchasing website - Buying for Government](http://www.purchasing.tas.gov.au) (www.purchasing.tas.gov.au).

For information on building and construction and roads and bridges procurement, refer to the 1200 series of the Treasurer's Instructions.

- (2) All agencies must establish a procurement complaints process.**
- (3) As part of this process, agencies must:**
- (a) deal with complaints in a timely and impartial manner;**
 - (b) nominate a procurement complaints officer and advise details to the Department of Treasury and Finance, for placement on the Winning Government Business section of the Purchasing website. Agencies must ensure that Treasury is advised of any changes as they occur;**
 - (c) document the agency procurement complaints process in a policy and procedures manual;**
 - (d) ensure that all quotation and tender documentation refers to the agency's procurement complaints process;**
 - (e) provide information on the complaints process to suppliers, on request; and**

This should include a copy of the complaints brochure, *Got a complaint*, which can be located on the [Purchasing website - Buying for Government \(Publications\)](#).

- (f) establish a database to record information on all written complaints and their outcomes. The information recorded must include:**
 - (i) the date the complaint was made;**
 - (ii) the complainant's details (eg business name, contact details);**
 - (iii) a brief description of the complaint;**
 - (iv) action in progress (including dates action taken);**

- (v) the outcome (including whether the complaint was resolved or whether it was referred to another body for further review); and
 - (vi) the response time.
- (4) **Agencies must provide a report containing the complaints information to the Department of Treasury and Finance, in respect of all procurement complaints received during the financial year, within 30 days of the end of the financial year.**

The goods and services procurement complaints report should be compiled together with the building and construction/roads and bridges report (refer to Instruction 1219) and forwarded to the Department of Treasury and Finance as one.

Further information on the procurement complaints process is located on the [Purchasing website - Buying for Government \(Complaints\)](#).