LOWER MURRAY WATER - PROCUREMENT COMPLAINT PROCESS

The Lower Murray Water (LMW) is committed to transparent and accountable practices when seeking goods and services from suppliers, to ensure that procurement processes work effectively and fairly for all parties.

Lower Murray Water has developed a procurement complaint process to ensure that any concerns in relation to a procurement process can be addressed via a formal review method.

If you are involved in any procurement conducted by the Lower Murray Water and wish to lodge a complaint about the process, you should write (by letter or email) to the Lower Murray Water Procurement Coordinator or the Project Manager outlined in the tender documents.

Procurement Coordinator

Postal Address: PO Box 1438, Mildura VIC 3502

Email: procurement@lmw.vic.gov.au

Or

Project Manager – as detailed in RFT documents

Your written complaint must set out:

* Your name and/or organisation’s contact details;
* The procurement that the complaint relates to;
* The basis for the complaint specifying the issues involved;
* How the subject of the complaint and the specific issues affects you or your organisation;
* Any relevant background information; and
* The outcome desired by you or your organisation.

Lower Murray Water will acknowledge your complaint within five (5) working days of receipt and will seek to address the complaint within 20 working days of receipt. You may be contacted for further information and/or clarification of your concerns. If longer than 20 days is anticipated to be required, you will be advised accordingly.

Below is a diagram outlining the procedure for responding to complaints:

**Figure 1: Schedule of timelines for managing complaints.**

**Within five working days**

Lower Murray Water acknowledges receipt of complaint. Acknowledgment indicates as a minimum:

* contact person,
* process to be taken by LMW
* appropriate timeline to address the matter.

No

No

Yes

Extension of the time based on the number of working days between the request for and receipt of additional information and or advice sought. The complainant to be informed of any extension of time to consider the matter.

**Within in 20 working days**

LMW to address complain and inform complainant of findings and whether it intends to take any further action.

Does LMW require additional information from the complainant?

Does LMW require service of external parties to advise on elements of the complaint?

Complainant lodges a complaint in the prescribed form (letter/email) as noted on the Procurement Complaint Process.