Complaints Management Framework

Complainant lodges a complaint to DELWP in letter or email addressed to Chief Procurement Officer (CPO) (email address: procurement@delwp.vic.gov.au) Within five working days DELWP Procurement acknowledges receipt of complaint. Acknowledgment indicates as a minimum: Appointed person to review; process to be taken by organisation; and Approximate timeline to address the matter. Does the matter require Is additional information services of external parties required from the to advise on elements of complainant? the complaint? YES NO NO Extension of time based on the number of working days between the request for, and receipt of, additional information and/or advice sought. The complainant is to be informed of any extension of time to consider the matter. Within 20 working days Complaint addressed by DELWP and complainant is informed of the findings and whether DELWP intends to take any further Complainant advises that they intend to pursue the Complainant accepts the finding matter with the VGPB (i.e. complainant must elect to escalate) Within 5 working days End of DELWP informs the VGPB of any complaint that **Process** could not be resolved to the satisfaction of both parties.

> Environment, Land, Water and Planning