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| 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.

Is additional information required from the complainant?

Does the matter require services of external parties to advise on elements of the complaint?

**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 action.

Complainant advises that they intend to pursue the matter with the VGPB (i.e. complainant must elect to escalate)

**Within 5 working days**

DELWP informs the VGPB of any complaint that could not be resolved to the satisfaction of both parties.

Complainant accepts the finding

**YES**

**NO**

**NO**