



PROCUREMENT COMPLIMENTS AND CONCERNS POLICY

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PURPOSE:

The Procurement Compliments and Concerns Management process within East Wimmera Health Service [EWHS] has been developed to ensure that responses address the genuine feedback of suppliers or contractors (the Consumer) in a constructive manner and that information from the process is managed within a framework of continuous improvement and risk management.

The Process should:

- Provide an efficient, fair and accessible mechanism for resolving concerns/ complaints.
- Recognise, promote and protect consumer's rights, including the right to comment and complain.
- Provide information on the compliments and complaints handling process for the Health Service procurement.
- Identify concerns early and prevent unnecessary escalation.
- Monitor complaints and take appropriate action to improve the quality of service and increase the level of consumer satisfaction.
- Ensure staff and other key stakeholders receive appropriate constructive feedback on compliments and concerns.
- Specify the specific process for dealing with concerns raised relating to procurement activities.

TARGET AUDIENCE:

Suppliers and Contractors.

DEFINITIONS:

A concern or complaint that arises from the process of procuring goods or services including request for tender or HPV purchasing.

RELATED DOCUMENTS:

[Procurement Compliments and Concerns Procedure.](#)

SUPPORTING RESOURCES:

- Aged Care Quality Standards:- Standard 8 – Organisational Governance
- National Safety and Quality Health Service Standards: - Standard 1 – Clinical Governance,

ACKNOWLEDGMENTS:

East Grampians Health Service

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VERSION CONTROL:

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1.0	May 2020	New Policy	May 2021