**Procurement enquiries and complaints**

We aim to address enquiries and resolve complaints quickly and fairly. The Chief Procurement Officer is the first point of contact for enquiries, such as those relating to our tender process or competitive neutrality.

**Making an enquiry or complaint**

Suppliers that have a concern with a procurement activity, such as a tender process or competitive neutrality, should in the first instance [**contact our Chief Procurement Officer**](https://www.sgwater.com.au/contact-us/).

How we handle enquiries and complaints

Our aim is to address enquiries and resolve complaints quickly and fairly, and to ensure this is possible please provide us with the following information:

* complainant details (name, company, postal address and email address)
* procurement process details (tender or contract number, if known, and description)
* a concise statement regarding the nature of the complaint.

**Resolving your dispute**

We endeavour to resolve in good faith any dispute directly with you.

The Chief Procurement Officer will acknowledge receipt of your enquiry or complaint within five working days and will:

* indicate the process to be taken by South Gippsland Water
* advise the approximate timeline to address the matter
* request any additional information, if required.

The Chief Procurement Officer will advise you in writing of the outcome of the investigation within 20 working days of the lodgement of the enquiry or complaint. At this stage you will also be advised of your rights to pursue the matter with the [**Victorian Government Purchasing Board**](https://www.buyingfor.vic.gov.au/victorian-government-purchasing-board-vgpb) (for tendering complaints).

Any complaint that could not be resolved to the satisfaction of both parties will be informed to the [**Victorian Government Purchasing Board**](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.buyingfor.vic.gov.au%2Fvictorian-government-purchasing-board-vgpb&data=05%7C02%7CBec.Richardson%40barwonwater.vic.gov.au%7C6c60793b86664d2370d508dcb1cd0a1c%7C6c17376937a744eca06e88d644fd3b60%7C0%7C0%7C638580741433808263%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=3qziC%2Fs0ZyPIUTeZ80HuAFMJhlMsM7FWg5gCI5gsc78%3D&reserved=0) within 5 working days.