



## DEW Supplier Complaint Form

### GENERAL INFORMATION

- The purpose of this Supplier Complaint Form is to provide a mechanism for suppliers to notify the Department of Environment and Water (DEW) of any complaint concerning a procurement process.
- DEW will investigate all procurement supplier complaints where a formal request has been received.
- You may submit your Supplier Complaint Form by email to: Manager, Procurement Services email [DEW.Procurement@sa.gov.au](mailto:DEW.Procurement@sa.gov.au)
- If no resolution is achieved between DEW and the Supplier, this matter will be referred to Procurement Services SA.
- The supplier must consider whether an issue may be dealt with by providing feedback or seeking clarification from the DEW contact person before making a complaint.
- The supplier must provide appropriate information and documentation to support an investigation, and will endeavour to resolve the complaint in a professional and timely manner with DEW before seeking independent investigation.
- The supplier will not issue any news releases or responses to media enquiries and questions regarding a procurement process without DEW's written approval.
- The supplier must not initiate frivolous and immaterial complaints.

### SECTION 1: CONTACT DETAILS

<b>Supplier Name</b>	
<b>Name of Contact Person acting on behalf of supplier</b>	
<b>Job Title of person acting on behalf of the Supplier</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Email address</b>	
<b>Procurement Title and Reference Number (if applicable)</b>	

<b>DEW or Board Name (Name of Branch or Region)</b>	
<b>DEW / Board Contact or Contract Manager Officer Name and Number</b>	
<b>DEW Procurement Complaints Officer Name and contact number</b>	Manager, Procurement Services Phone: 8463 3175 <a href="mailto:DEW.Procurement@sa.gov.au">DEW.Procurement@sa.gov.au</a>

<b>SECTION 2: DESCRIPTION OF COMPLAINT</b>	<b>YES</b>	<b>NO</b>
1. Have you raised and discussed the complaint with the relevant contract manager? If yes, please provide an outline of all dealings with the contract manager or other staff to date, in relation to this complaint (including relevant communications, names and meetings and any details of investigations already undertaken (process and outcome)).	<input type="checkbox"/>	<input type="checkbox"/>
<i>[text box expands]</i>		
2. Provide all details of complaint, including: <ul style="list-style-type: none"> <li>• background information identifying the relevant tender, process and dates</li> <li>• a summary of the issue, problem or concerns</li> <li>• evidence supporting the complaint</li> <li>• any other relevant information.</li> </ul> Provide attachment/s if necessary.		
<i>[text box expands]</i>		

<b>Tell us what you would like to happen to resolve your complaint</b>	
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### SECTION 3: ACKNOWLEDGEMENT

I confirm that all the information provided above is true and correct to the best of my knowledge.

<b>Name and Signature of person completing this form</b>	Signature:	<b>Date:</b>
	Full name:	
	Position:	

**NEXT STEPS**  
 We will contact you within seven (7) working days of receiving your complaint to let you know what we will do to investigate your complaint. Your complaint will be treated seriously and we will contact you to keep you up to date.

**GIVING FALSE OR MISLEADING INFORMATION IS A SERIOUS OFFENCE**  
 The *Criminal Law Consolidation Act 1995* provides for significant penalties, including fines and imprisonment, for making a false or misleading statement to a public agency.

**CONFIDENTIALITY**  
 Any information gathered through this complaint management process will be treated as confidential and will be used only for the purpose of resolving the complaint. We may need to share the information you provide to relevant third parties to help resolve your complaint. You can request that your personal details be withheld. We will respect your request. In the case where withholding your personal details makes it difficult to resolve your complaint we will contact you before taking further action.