# Complaint form

Procurement and Facilities Services

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(Purchasing and procurement)

This form is to be used to submit a complaint in regards to a purchasing / procurement activity or contract that was unable to be resolved with the contact officer or contract manager.

### Organisation submitting complaint

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| **Organisation Name:** |  |
| **Postal Address:** |  |
| **Contact Person:** |  |
| **Phone / Email Address:** |  |

### Complaint details

|  |  |
| --- | --- |
| **Purchase / Contract Ref No.:** |  |
| **Purchase / Contract Title:** |  |
| **School / Business Unit:** |  |
| **Issue that requires resolution:** | *<<Insert details of the issue that the complaint is in relation to. Provide as much detail as possible, date, time etc, as relevant>>* |
| **How would you like the complaint resolved?** |  |

### Complaint submission

Submit form to: **Chief Procurement Officer, Procurement and Facilities Services[[1]](#footnote-2)** by either:

* Mailing to: The Chief Procurement Officer; Procurement Services Branch;

Department of Education; PO Box 15033, CITY EAST BRISBANE QLD 4002; or

* Email to: [procurement.PSB@qed.qld.gov.au](mailto:procurement.PSB@qed.qld.gov.au)

*The department seeks to action complaints promptly upon receipt. If investigation into the complaint is requires significant time, the complainant will be advised and kept updated as the investigation proceeds.*

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| **Name:** |  |

1. A record of the complaint and actions taken to resolve the issue are placed on Content Manager file 17/486012. [↑](#footnote-ref-2)