

Water.

## Coliban Procurement Complaints WATER Management System

Complainant lodges complaint relating to a procurement process By email addressed to Coliban Water's Chief Procurement Officer (CPO) procurement@coliban.com.au Within five working days CPO acknowledges receipt of the alleged complaint, indicating as a minimum: • Contact person for review of complaint; · Steps to be taken by Coliban Water; and • Approximate timeline to address the matter Coliban Water Coliban Water requires services of requires additional external parties to information from advise on elements the complainant. of the alleged complaint. Coliban Water may apply an extension of time based on the number of working days between the request for, and receipt of, additional information and/or advice required. The No No complainant is informed of any extension of time to investigate the alleged complaint. Within 20 working days - Coliban Water investigates the alleged complaint. The CPO informs the complainant of Coliban Water's findings. Coliban Water advises whether it intends to take any further action. Complainant chooses to pursue the matter with the Victorian Government Purchasing Board (VGPB) Complainant accepts the findings. Within 5 working days - Coliban Water informs the VGPB of any complaint that could not be resolved to the satisfaction of the supplier and Coliban