

Procurement Complaints Handling Procedure

The NSW Crime Commission is committed to conducting procurement in a manner consistent with the NSW Government Procurement Policy Framework and section 176 of the *Public Works and Procurement Act 1912*.

The NSW Crime Commission has developed this procedure to ensure that any potential suppliers who may have concerns relating to a procurement process conducted by the NSW Crime Commission can have these concerns addressed through a fair and transparent review process.

This Procurement Complaints Management Procedure outlines how the NSW Crime Commission will manage complaints specifically related to agency related procurement activities. Complaints of a criminal or corrupt nature can be made via our [website](#) or to the [Law Enforcement Conduct Commission](#).

How to lodge a complaint?

If you would like to make a complaint about a procurement process run by the NSW Crime Commission you should contact the Chief Procurement Officer at corporateservices@crimecommission.nsw.gov.au, setting out:

- your name, organisation and contact details;
- the procurement that the complaint relates to;
- the basis for the complaint specifying the issues involved;
- details of how the subject of the complaint and the specific issue affects you or your organisation;
- any relevant background information;
- copies of, or references to, evidence in support of the complaint; and
- the outcome desired by you or your organisation.

How will your complaint be handled?

Once received, we will confirm receipt of your complaint via email, usually within 48 hours, and your complaint will be assigned to an officer for investigation. We may request further information from you to assist the investigation. The officer assigned to the matter will attempt to resolve the matter.

The NSW Crime Commission will provide a written response to you within 20 days of receiving all necessary correspondence and information relating to the complaint. If additional time is required to complete the investigation, you will be advised accordingly.

Review process

If you are dissatisfied with the Commission's response to your complaint, you may escalate the matter to the [NSW Procurement Board](#).