

PROCUREMENT PROCESS COMPLAINTS

All Griffith University suppliers (including vendors, service providers and contractors) have the right to make a complaint about any University procurement process by following the following steps.

Before making a complaint, seek feedback about why your offer wasn't successful from the Griffith University staff member who managed the procurement process.

The feedback can only be about your offer. It cannot cover:

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After receiving feedback, if you wish to make a complaint, lodge your complaint with Strategic Procurement and Supply via procurement@griffith.edu.au.

Evidence will be required to support any allegations requiring investigation.

Strategic Procurement and Supply will endeavour to acknowledge receipt of a complaint within 3 business days. The complexity of the complaint and the number of stakeholders involved may impact on how long it takes for Strategic Procurement and Supply to investigate and assess your complaint.

Step 3: Lodge a complaint via Griffiths Complaints and Grievances process

If you are not satisfied with the response from Strategic Procurement and Supply, you can lodge a complaint with Griffith University using the [Complaints and grievances](#) process.

Evidence will be required to support any allegations requiring investigation.

Griffith University will endeavour to acknowledge receipt of a complaint within 3 business days. The complexity of the complaint and the number of stakeholders involved may impact on how long it takes for the University to investigate and assess your complaint.

If you still have concerns after taking these steps, you may consider these options, depending on the situation:

- [Queensland Ombudsman](#)

- Crime and Corruption Commission