Complaint form

Use this form to make a complaint about the procurement process conducted by Triple Zero Victoria (000VIC). A complaint should be made within thirty (30) days of the conduct you are complaining about. For 000VIC to be able to action your complaint in the shortest possible time frame, you must supply the following details in writing.

# Applicant

### Your details

**Full Name**

|  |
| --- |
|  |

**Name of business**

|  |
| --- |
|  |

**Australian business number (ABN)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |

**Phone number**

|  |
| --- |
|  |

**Email address**

|  |
| --- |
|  |

**Postal address** (street address or PO Box) Street number and name

|  |
| --- |
|  |

Suburb/town

|  |  |
| --- | --- |
| Suburb/town |  |
| State/Territory |  |
| Postcode |  |

**Did you tender for this opportunity?**

Yes No

# Information on the procurement

**Tender ID /Reference number**

|  |
| --- |
|  |

**Product or service being procured**

|  |
| --- |
|  |

**Relevant times and dates** (ie issuance of tender, tender closing, and contract award)

|  |  |
| --- | --- |
| Event Date | Event Description |
|  |  |
|  |  |
|  |  |
|  |  |
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|  |  |

# Complaint

**Relevant times and dates** (i.e., detailed statement of all relevant events and facts in support of complaint)

# Statement of form of relief requested

**Remedy being sought**

|  |
| --- |
|  |

# Additional information (optional)

**Any other information which will be of benefit to resolve the complaint including any correspondence or other evidence.**

|  |
| --- |
|  |

# Lodging this form

Make a copy of this completed form for your own records before you email it to [procurementcomplaints@triplezero.vic.gov.au](mailto:procurementcomplaints@triplezero.vic.gov.au) and you will be contacted within five (5) business days to discuss the details of the complaint and provide additional information if required.

Sending information via an unencrypted email presents certain security risks and in emailing this form you acknowledge and accept these risks.

Alternatively, you can post it to us at:

The Enterprise Compliance and Quality Officer

Triple Zero Victoria  
Level 1, 12 Wesley Court, Burwood East 3151

# Further help

If you need help completing this form, or if you have questions about the complaints process write to us by post or by email at [procurementcomplaints@triplezero.vic.gov.au](mailto:procurementcomplaints@triplezero.vic.gov.au)