Corangamite CMA Complaints Management Process

Step	Action
1	Complainant lodges a complaint in the prescribed form as above.
2	Within 5 working days Organisation acknowledges receipt of complaint. Acknowledgement indicates as a minimum; - Contact person - Process to be taken by organisation - Approximate timeline to address the matter - Any further points of clarification required
3	Does the organisation require the services of external parties to advise on elements of the complaint? If yes, go to step 4 If no, go to step 5
4	Extension of time based on number of working days between the request for, and receipt of, additional information and / or advice sought
5	Within 20 working days Organisation addresses complaint and informs complainant of findings and whether it intends to take any further action Inform the complainant of other Government Bodies that may assist including: 1) Office of Small Business Commissioner www.vsbc.vic.gov.au/ 2) Office of the Ombudsman www.ombudsman.vic.gov.au/ Inform the complainant of their right to pursue the matter with the VGPB.
6	Does complainant accept the finding? If yes, go to step 7. If no, go to step 8
7	End of process
8	Complainant chooses to pursue matter with the VGPB
9	Within 5 working days Organisation informs the VGPB of any complaint that could not be resolved to the satisfaction of both parties.

Outcomes

Where we have found that we have made an error, we will take steps to redress the situation. Possible remedies include, but are not limited to

- An explanation of why the error occurred and the steps taken to prevent it happening again
- A reversal of a decision
- Providing the means of redress requested by the complainant
- A genuine apology

The Corangamite CMA will disclose in its annual report the following information in relation to each complaint received:

- the procurement activity to which the complaint relates; and
- the status of the complaint confirming whether it:
    - was resolved;
    - is still under investigation; or
    - could not be resolved.