# Purchasing and Procurement Complaint Form (PF010)

This form is to be used to submit a customer complaint to the Chief Procurement Officer, Department of Education

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| **Date:** |  |

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| --- | --- | --- | --- |
| **Details of the organisation submitting the complaint** | | | |
| **Organisation Name:** |  | | |
| **Postal Address:** |  | **Postcode:** |  |
| **Contact Person:** |  | **Position:** |  |
| **Email Address:** |  | **Phone:** |  |

|  |  |
| --- | --- |
| **Reference details to which the complaint relates** | |
| **School / Region / Branch:** |  |
| **Department Contact Person:** |  |
| **Phone / Email Address:** |  |

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| --- | --- | --- | --- |
| **Details of Complaint** | | | |
| **Activity / Contract Ref No.:** |  | | |
| **Activity / Contract Title:** |  | | |
| **Actvitiy Release Date:** |  | **Closing Date:** |  |
| **Parties involved:** |  | | |
| **Issue the requires resolution:** | <<Provide specific details>> | | |
| **How would you like the complaint resolved?** |  | | |

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| --- | --- | --- | --- |
| **Complaint Submission** | | | |
| Submit to the **Chief Procurement Officer, Procurement Services Branch[[1]](#footnote-1)** by either:   * Mailing to: The Chief Procurement Officer; Procurement Services Branch;   Department of Education; PO Box 15033, CITY EAST BRISBANE QLD 4002; or   * Email to: [procurement.PSB@qed.qld.gov.au](mailto:procurement.PSB@qed.qld.gov.au)   *The department seeks to action complaints promptly upon receipt. If investigation into the complaint is likely to require significant time, the complainant will be advised and kept updated as the investigation proceeds.* | | | |
| .................................................. | ........................................................ | ................................................ | ......../......../........ |
| **Name** | **Position** | **Signature** | **Date** |

***Privacy Statement*** *-* The Department is collecting information provided on this form, which may include personal information, primarily in order to investigate and respond to your complaint. This information may be shared with departmental officers for the purpose of investigating and responding to your complaint or if required or authorised by law. Personal Information will not be otherwise disclosed to any other third party without your consent, except where authorised or required by law.

1. A record of the complaint and actions taken to resolve the issue are placed on HPE Records Manager file 17/486012. [↑](#footnote-ref-1)