Complaints Management Framework

Complainant lodges a complaint with OTF's CPO, Mr. Steven Harris, via the Procurement Resource Un its (PRU) email [procurementresourceunit@dtf.vic.gov.au](mailto:procurementresourceunit@dtf.vic.gov.au)[.](mailto:it@dtf.vic.gov.au) Complaint is recorded in PRU's register

**Within five working days**  
PRU acknowledges receipt of the complaint. Designated investigation manager is appointed

Is additional information required?

Are the services of external parties to advise on elements of complaints required?

**Extension of time**  
Based on the number or working days between the request for, and receipt of, additional information and/or advice sought.

The complainant is to be informed by the PRU of any extension of time to consider the matter.

**Within 20 working days**

Complaint is investigated. PRU records details in register. Response is provided to complaint.

Complainant chooses to pursue the matter with VGPB

Complainant accepts the finding. Outcome is recorded in register.

**Within five   
working days**

PRU informs the VGPB of any complaint that could not be resolved to the satisfaction of both parties

End of process

All complaints submitted to the CPO will be reported annually to the VGPB for publication in the VGPB Annual Report.

No

No

Yes

Yes

**DTF's Complaints management framework**