

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.

Step 1: Seek feedback

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:

- the procurement process itself
- the outcome
- the merits or shortcomings of other offers.

Step 2: Raise your concerns with Strategic Procurement and Supply

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.

Step 4: Pursue other options

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

- Contact the [Queensland Ombudsman](#), which investigates complaints about actions and decisions of Queensland public agencies, including Griffith University that may be unlawful, unreasonable, unfair, discriminatory or otherwise wrong.

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- Contact the [Crime and Corruption Commission](#), which investigates concerns about official misconduct.
- Consider taking legal action. Seek independent legal advice before taking this step.

Confidentiality

Complaints will be dealt with in a confidential manner that is respectful to both the complainant and the respondent. Reasonable steps will be taken to protect information from loss, unauthorised access, use, disclosure or any other misuse during the complaint handling process if requested. However, Griffith University cannot give an assurance of absolute confidentiality, given statutory obligations and principles of natural justice. There may be instances where we need to provide information to third parties, such as the Crime and Corruption Commission or Queensland Ombudsman. Any information we provide will be in accordance with the [Information Privacy Act 2009](#)

Raising concerns and reporting a breach of the Supplier Code of Conduct

At Griffith University, we are on a journey to transform lives and create a future that benefits all. It is an ambitious and bold journey that can only be successful if we voice the concerns of our suppliers and leverage their creativity and experience. We therefore, invite all our suppliers to reach out with any questions, concerns and suggestions about this Code of Conduct through the following channels:

- procurement@griffith.edu.au
- Whistleblowing | Public Interest Disclosures should be made in accordance with the University's [Public Interest Disclosure Policy](#)
- Chief Finance Officer:
 - ✉ complaints@griffith.edu.au
 - ☎ (+61) 07 373 57626
 - 📍 170 Kessels Rd, Nathan, QLD, 4111

Other complaints or concerns

If you have any other complaints or concerns please follow the [Complaints and Grievances](#) process.