

Complainant lodges a complaint with the DoT Procurement in letter or email form
Email: DoT.procurement@transport.vic.gov.au or by Letter to PO Box 2392, Melbourne Vic 3001

Within five working days
DoT Procurement acknowledges receipt of complaint.

Does DoT Procurement require additional information from the complainant?

NO

Does DoT Procurement require services of external parties to advise on elements of the complaint?

NO

YES

The complainant will be informed of any extension of time to consider the matter
Extension of time based on the number of working days between the request for, and receipt of, additional information and/or advice sought.

Within 20 working days
DoT's Procurement addresses complaint and informs complainant of findings and whether it intends to take any further action.

Complainant chooses to pursue the matter with the VGPB (i.e. complainant must elect to escalate)

Within 5 working days
DoT Procurement informs the VGPB of any complaint that could not be resolved to the satisfaction of both parties.

Complainant accepts the finding

End of Process