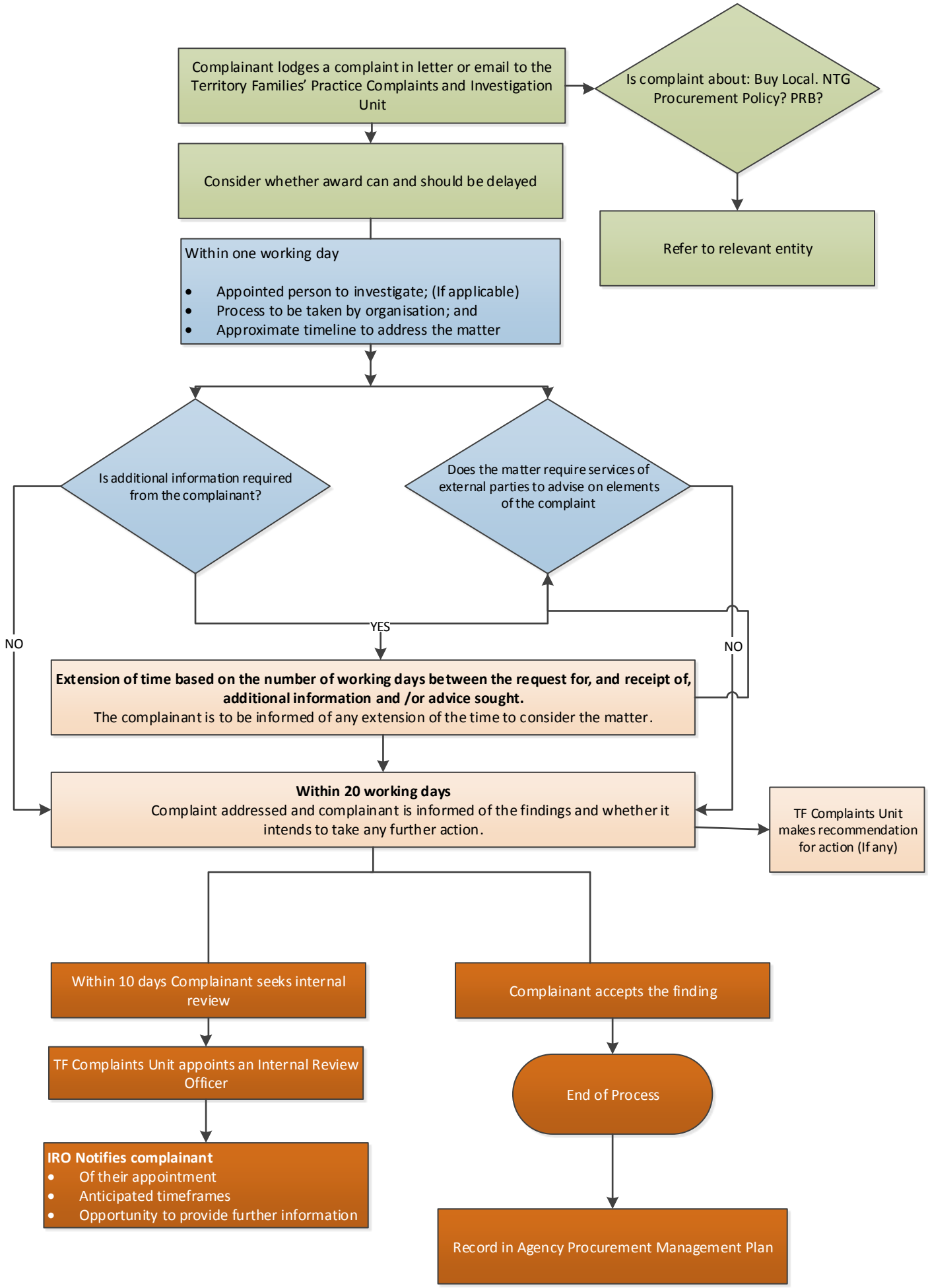
Complainant lodges a complaint in letter or email to the Territory Families' Practice Complaints and Investigation Unit
Is complaint about: Buy Local. NTG Procurement Policy? PRB?
Refer to relevant entity
Consider whether award can and should be delayed
Within one working day
• Appointed person to investigate; (If applicable)
• Process to be taken by organisation; and
• Approximate timeline to address the matter
Is additional information required from the complainant?
Does the matter require services of external parties to advise on elements of the complaint
YES
NO
NO
Extension of time based on the number of working days between the request for, and receipt of, additional information and /or advice sought.
The complainant is to be informed of any extension of the time to consider the matter.
Within 20 working days
Complaint addressed and complainant is informed of the findings and whether it intends to take any further action.
TF Complaints Unit makes recommendation for action (If any)
Within 10 days Complainant seeks internal review
Complainant accepts the finding
TF Complaints Unit appoints an Internal Review Officer
End of Process
IRO Notifies complainant
• Of their appointment
• Anticipated timeframes
• Opportunity to provide further information
Record in Agency Procurement Management Plan