



Procurement and Grants Complaint Handling Policy

Introduction

Cancer Australia (www.canceraustralia.gov.au) is a national government agency, working to reduce the impact of cancer on all Australians. We work in partnership with consumers, health professionals, cancer organisations, researchers and governments, to improve outcomes for all people affected by cancer and particularly for those people whose survival rates or cancer experiences are poorer. This includes Aboriginal and Torres Strait Islander peoples, people living in rural and regional areas, people from culturally and linguistically diverse backgrounds and people who are socio-economically disadvantaged.

The Australian Government's objectives for Cancer Australia, as specified in the *Cancer Australia Act 2006*, are to: provide national leadership in cancer control; guide scientific improvements to cancer prevention, treatment and care; coordinate and liaise between the wide range of groups and health care providers with an interest in cancer care; provide advice and make recommendations to the Australian Government on cancer policy and priorities; and oversee a dedicated budget for research into cancer.

On July 1, Cancer Australia and the National Breast and Ovarian Cancer Centre (NBOCC) amalgamated to form a single national agency to provide leadership in cancer control and improve outcomes for Australians affected by cancer.

In order to ensure administrative transparency Cancer Australia has a fair, equitable and non-discriminatory complaints handling procedure for procurement and grant processes.

This page provides guidance to participants in procurement or grants processes who wish to lodge a complaint about either of those processes.

Process for lodgement

Should an organisation or individual wish to lodge a dispute or complaint about a procurement or grants process, they should do so by first advising in writing the Cancer Australia Contact Officer for that process. The complainant must provide details of the basis upon which the dispute or complaint is being lodged, including:

- a clear statement regarding what the complainant considers was defective in the tendering/funding process;
- copies of, or references to, information to support the complaint; and
- a statement as to what the complainant wishes to achieve from the complaint process.

The Contact Officer or his/her manager will acknowledge receipt of the complaint in writing within five (5) working days of receiving the complaint. If further correspondence or information is required, the complainant will be given no less than fifteen (15) working

days to respond to any communication from Cancer Australia unless the matter is urgent.

The Cancer Australia Contact Officer, and his or her manager will attempt to resolve the matter.

Cancer Australia will advise the complainant of the decision in writing within a reasonable timeframe, which will usually be within fifteen (15) working days of receiving all written correspondence relating to a complaint.

Process for review

If the complainant is not satisfied with Cancer Australia's response then the complainant may seek an independent internal review of the complaint.

The internal review officer will promptly notify the complainant in writing to advise of their appointment and the expected time frame for making the internal review decision. The notice will also include any request for further information that may be required to conduct the review. The complainant will be given no less than fifteen (15) working days to provide any further information unless the matter is urgent.

The internal review officer will notify the complainant in writing of the decision within the timeframe specified in the original notice.

Where the complainant is not satisfied with Cancer Australia's response, they may lodge a complaint with the [Commonwealth Ombudsman](#).