

## **SUPPLY MANAGEMENT “VENDOR COMPLAINT REVIEW PROCESS” (VCRP)**

### **Introduction**

The Vendor Complaint Review Process (VCRP) provides a mechanism for vendors to identify concerns relating to WorkSafeBC supply management processes, and to request a review of those processes. The objective of the VCRP is improving related and established policies and procedures to facilitate the relationship between vendors and WorkSafeBC. The following overview outlines the scope and steps in the Review Process.

### **Scope**

The VCRP applies to vendor complaints or challenges specific to WorkSafeBC’s supply management processes managed by Corporate and Health Care Purchasing. Complaints may be submitted for either competitive or direct awards perceived to negatively impact a vendor’s business.

This policy and process does not apply to issues related to vendor or WorkSafeBC performance or conduct during a contract. Those issues are to be dealt with through the dispute resolution processes identified in the contract documents.

### **Procurement Contact**

Sheila Garner,  
Senior Manager, Corporate and Health Care Purchasing  
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Telephone: 604-279-7625  
Fax: 604-276-3260

### **Vendor Complaints**

Vendors who wish to submit complaints about direct-awarded contracts may do so within 30 business days of the direct award. Vendors who wish to submit complaints about a competitive process may do so at any time during the process or within 30 business days of receiving notice of the competition's outcome.

### **The First Step: The Informal Review**

A vendor complaint can undergo up to three reviews. The first, an informal review, takes place before any other VCRP activity occurs. Informal reviews resolve many complaints and often involves simply answering vendor questions and providing vendors with additional clarification.

Vendors may contact the Purchasing Officer who is managing the procurement or the Procurement Contact to initiate an informal review.

### **The Second Step: The Formal Review**

Vendors who are unsatisfied with the outcome of the informal review of their complaints are able to submit their complaints for a second, formal review. Formal reviews are more detailed and result in a written report.

To initiate a formal complaint, the vendor must submit a completed Vendor Complaint Review Form (Appendix A) to the Procurement Contact. Every formal complaint will be acknowledged within 5 days of receipt of the complaint.

The Procurement Contact is responsible for researching the complaint, and for preparing a written response to the vendor, within 30 days of receipt.

### **The Third Step: The Fair Practices Office (FPO) Review**

If a vendor is not satisfied with the results of the formal review, WorkSafeBC's FPO will conduct an additional investigation of the process which resulted in the complaint. The FPO will endeavour to respond in writing to both parties within 30 business days with its final determination. In the event that this timeline is not possible, the FPO will provide status updates on the process on a regular basis.

The complaint process at the FPO can be initiated by contacting the FPO directly at 604-276-3053 or 1-800-335-9330.

**Appendix A**

**SUPPLY MANAGEMENT “VENDOR COMPLAINT REVIEW FORM” (VCRF)**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company/Organization name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Business Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_ e-Mail Address: \_\_\_\_\_

Competition or Contract Number: \_\_\_\_\_

On an attached sheet, please provide the following information:

- 1. Specific detailed description of the complaint and/or allegation.
- 2. Background leading to the complaint.
- 3. When and who have you dealt with regarding the complaint? (e.g. names, titles, phone numbers, dates, etc.)
- 4. Describe in detail any other action or alternative processes you have taken to resolve your complaint.
- 5. Date and sign the form to initiate the formal complaint as per WorkSafeBC policy.
- 6. Please direct this form:

Attention: Sheila Garner  
Senior Manager – Corporate & Health Care Purchasing (CHCP)  
Email: [purchase@worksafebc.com](mailto:purchase@worksafebc.com)  
Fax: (604) 276-3260  
Mail: 6951 Westminster Highway  
Richmond, BC V7C 5L5

Signature: \_\_\_\_\_ Date: \_\_\_\_\_