



Australian Government
Department of Veterans' Affairs

Procurement Complaint

Under the [Government Procurement \(Judicial Review\) \(GPJR\) Act 2018](#), a supplier may complain to the accountable authority of a relevant Commonwealth entity about a potential contravention of the [Commonwealth Procurement Rules \(CPRs\)](#), so far as those rules relate to a covered procurement.

For your complaint to be actioned in the shortest possible time frame, please complete the following form.

Applicant Details

Full name

Name of business

Australian Business Number (ABN)

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Phone number

Email address

Postal address (street address or PO Box)

Street number and name

Suburb/Town

State/Territory

Postcode

Did you tender for this opportunity?

Yes ☐

No ☐

Information on the procurement

AusTender ID (ATM ID/CN ID/SON ID)

Estimated Value

Product or service being procured

Relevant time and date of issue/s (i.e. issuance of tender; tender closing; and contract award)

Event Date	Event description
<div></div>	<div></div>
<div></div>	<div></div>
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Complaint

Provide information including time and date (i.e. a detailed statement of all relevant events and facts in support of your complaint)

Commonwealth Procurement Rule 6.10 states that:

6.10 For the purposes of paragraph (a) of the definition of relevant Commonwealth Procurement Rules in section 4 of the Government Procurement (Judicial Review) Act 2018, the following paragraphs of Division 1 of these CPRs are declared to be relevant provisions: paragraphs 4.18, 5.3, 6.8, 7.2, 7.10, 7.13–7.18, 7.20, and 9.3–9.6.

The relevant paragraphs of the CPRs are specified in the below table.

Please check relevant box/boxes in in the table below to identify the CPR/s relating to your complaint.

Section	CPRs Paragraph(s)
Division 1	
4. Value for money	

Third-party procurement	<input type="checkbox"/> 4.18
5. Encouraging competition	
Non-discrimination	<input type="checkbox"/> 5.3
6. Ethical Behaviour	
Corrupt practices by officials	<input type="checkbox"/> 6.8
7. Accountability and transparency in procurement	
Records	<input type="checkbox"/> 7.2
Notifications to the market	<input type="checkbox"/> 7.10, 7.13 - 7.15
Providing information	<input type="checkbox"/> 7.16 - 7.17
Reporting arrangements	<input type="checkbox"/> 7.18, 7.20
9. Procurement method	
Requirement to estimate value of procurement	<input type="checkbox"/> 9.3 - 9.6

NB: If your complaint does not relate to the *relevant provisions* of the CPRs as specified above, it does not meet the requirements of the *GPJR Act (2018)*.

Your complaint may instead be dealt with as a general complaint.

Please provide detail about how you consider the relevant provisions of the CPRs have been breached in the box below.

THIS INFORMATION MUST BE PROVIDED for this matter to be investigated.

Statement of form of relief requested

Remedy being sought

Complaint costs and/or tender preparation costs, if applicable

Additional information (optional)

Please include any other information that may be of benefit to resolve the complaint, including any correspondence or other evidence.

Lodging this form

To lodge this form, please email it to procurement.complaints@dva.gov.au. A Department of Veterans’ Affairs representative will contact you within two business days to discuss. Sending information via an unencrypted email presents certain security risks and in emailing this form you acknowledge and accept these risks.

A written complaint under the GPJR Act is taken to have been received by the Accountable Authority (the Secretary of DVA) if made in accordance with the process outlined above.

Privacy information

We use this information to assist DVA investigate your complaint. [Please click on this link to access information about DVA privacy.](#)