

Procurement Complaints Process

Gateshead Health NHS Foundation Trust has in place a Procurement complaints procedure.

This will be adhered to in investigating any complaints from organisations who consider that a compliant, transparent procurement process has not taken place.

Receiving a complaint

A formal complaint should be received in writing and addressed to Mr Mick Lloyd, Head of Procurement and Managed Equipment Services.

Information required

The complainant should provide as much information as possible to enable a full investigation of the complaint and this should include the following:

- complainants name, email and postal addresses and contact telephone number;
- a clear description of the complaint;
- copies of any previous related correspondence;
- any reference numbers or other useful information

Timescales for acknowledging and resolving a complaint

- We will acknowledge the complaint within 3 working days of receipt.
- Following investigation, we will provide a full written response within 40 working days from date of acknowledgement, detailing the final outcome of the complaint
- If we are unable to provide a full response within this timeline, we will let the complainant know and provide a realistic estimate of when we can provide a full reply.

Unresolved complaints

- If you are not satisfied with the final outcome of the complaint, we will escalate the matter to Mr Peter Harding, Managing Director of QE Facilities, for further review and action.
- In the unlikely event of an unsatisfactory resolution to your complaint, we will continue to work with you and other relevant external parties in accordance with our contractual obligations.