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| --- | --- | --- | --- | --- |
| COMPLAINTS FORM | | |  | |
| **Reference No:** |  | |
| **Tendering Agency:** |  | |
| **Project Title:** |  | |
| **Date Tender Closed:** |  | |
| **Officer Responsible:** |  | |

**Tick who you are lodging complaint with (**Tick one box only**):**

* Tendering Agency
* Tender Committee
* Office of the Ombudsman

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| --- | --- |
| **Complainants Details:** |  |
| *Complainants full name:* |  |
| *Complainants trading name (if Company):* |  |
| *Contact person (if Company):* |  |
| *Postal address:* |  |
| *Physical address:* |  |
| *Phone number:* |  |
| *Mobile:* |  |
| *Email address:* |  |

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| **Please add complaint information below:** |

You should include:

* Background information identifying the tender, the process and the relevant dates
* A brief summary of the problem or concerns you have
* An outline of your dealings with the agency
* Details of any phone calls you had, emails or letters sent and the names of the people you were dealing with
* A summary of the information you were given at the debrief and why this does not resolve the problem
* An explanation of what you want the agency to do – for example, you might request that the agency provides more information or investigation specific facts, and
* Your contact details – name, address, email address and phone numbers.
* List supporting documents attached

|  |  |  |
| --- | --- | --- |
| *Signature* |  | *Date* |
| *Full Name* |  | *Position (if Company)* |