

Ministry Vendor Complaint Review Process (VCRP)

The following is the process for registering a vendor complaint relating to procurement activities carried out by the Ministry of Aboriginal Relations and Reconciliation pursuant to Core Policy Part II of Chapter 6 and the Vendor Complaint Review Process for Government Procurement.

| Step | Action | Timeframe Guideline |
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| 1. | <p>If a complaint is not resolved through informal discussion, a vendor may initiate the formal VCRP process by completing and submitting a Vendor Complaint Form [pdf] to:</p> <ul style="list-style-type: none"> • the Ministry VCRP Advisor noted below, or • the Ministry Representative listed on the competition posting. <p>Note that this form can also be accessed directly through the BC Bid Website .</p> | Vendor Complaint must be received within 30 business days after notice of competition outcome. |
| 2. | The Ministry will acknowledge receipt of the complaint, assign a reference number (to be used in all future correspondence) and begins Step 3. | 3 to 5 business days |
| 3. | <p>The Ministry representative or next senior ministry official investigates the complaint and provides a written response, signed by the Director or other senior ministry official, to the complainant including:</p> <ul style="list-style-type: none"> • if denied/dismissed, the reasons; or • if merited, planned action and rationale; and • to pursue the matter further, appropriate contact information of the next senior ministry official. <p>Branch/Regions are to report unresolved complaints, along with explanations, to the Ministry VCRP Advisor.</p> | 30 business days from receipt of complaint - or notify the reason for delay. |
| 4. | Unresolved complaints will be escalated to the Assistant Deputy Minister level for review and written response. The written response will advise the complainant that the matter | 30 business days from receipt of complainant's notice of dissatisfaction. |

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| | can be further pursued by requesting a review by the Procurement Governance Office (PGO). | |
| 5. | Ministry staff will provide a report of the outcome of the complaint to the VCRP Advisor to update the complaint register. | 3 to 5 business days following the response to the complainant. |
| 6. | If still unresolved, the complainant may pursue the matter further through the <u>Procurement Governance Office Process</u> . | 30 business days from date of Ministry's final response. |

Ministry Vendor Complaints Contact:

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