Complainant lodges a complaint in letter or email to the Territory Families’ Practice Complaints and Investigation Unit

Consider whether award can and should be delayed

Within one working day
- Appointed person to investigate; (If applicable)
- Process to be taken by organisation; and
- Approximate timeline to address the matter

Is complaint about:
- Buy Local. NTG Procurement Policy? PRB?

Refer to relevant entity

Is additional information required from the complainant?

Does the matter require services of external parties to advise on elements of the complaint?

Extension of time based on the number of working days between the request for, and receipt of, additional information and/or advice sought.

The complainant is to be informed of any extension of the time to consider the matter.

Within 20 working days
Complaint addressed and complainant is informed of the findings and whether it intends to take any further action.

Within 10 days Complainant seeks internal review

TF Complaints Unit appoints an Internal Review Officer

IRO Notifies complainant
- Of their appointment
- Anticipated timeframes
- Opportunity to provide further information

Complainant accepts the finding

End of Process

Record in Agency Procurement Management Plan