

## **Procurement Department Supplier Complaint Standard Operating Procedure (SOP)**

**Controlled document**

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<b>Division/Department</b>	Finance / Procurement
<b>Version</b>	2
<b>Objective</b>	To provide a formal complaints procedure to ensure that external complaints are dealt with in a prompt, polite and professional manner, and further contribute towards improving our service.
<b>Scope</b>	The Procurement department with external suppliers
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<b>Issue date</b>	August 2018
<b>Review date</b>	August 2021

## Contents

1. Change History
2. Background
3. Purpose
4. Scope
5. Procedure
6. Definitions
7. Other related procedures
8. References and further reading
9. Appendix 1 - Contact details

### 1. History of Change

Version	Date	Author	Reason for change
1.00	12/07/2018	S. Opacic	Review and approval by Finance
2.00	09/08/2018	S. Opacic	Review and approval by WHT Governance
3.00	12/12/18	S. Opacic	Director of Procurement approval to publish on website

### 2. Background

Standard Operating Procedures (SOP) are both a set of written instructions and a written record of procedure. SOPs aim to ensure that regularly performed tasks are completed consistently and uniformly across organisations, and can be effective measures to improve performance and results.

### 3. Purpose

This document describes the procedure for Suppliers to make a complaint about the Procurement service

Completion of this document with local practice information ensures that all standard / legal and professional requirements relating to external complaints are satisfied.

### 4. Scope

This standard operating procedure covers all aspects of the management of supplier complaints within the Procurement department. These procedures apply to all individuals working within the Procurement department.

## 5. Procedure

- I. Should you have a complaint, you should take it up with the person dealing with your particular issue in the first instance. This can be done in person, by telephone, e-mail or letter. Most complaints can be dealt with satisfactorily in this informal way, within a short timescale.
- II. Should you find, however, that your complaint has not been dealt with to your satisfaction; the person dealing with your complaint will be able to give you the name of a more senior person in the Procurement Department who you can contact.
- III. When contacting this person, you should provide them with as much information as possible about the nature of the complaint, when the issue first arose, referring to any communication you have already had on the matter, and specifying in what way the contact with the original person in Procurement has failed to provide a satisfactory response.
- IV. We will endeavour to provide a response within 10 working days of receiving your complaint, or, if the matter is particularly complex, you will be given an indication of how the matter will be taken forward, and when it is expected to be resolved.
- V. If you remain dissatisfied, you should address your complaint in writing to the appropriate Departmental Manager in accordance with Appendix 1 (Contact details).
- VI. An Audit log will be maintained which will be available to External Auditors for review.

## 6. Definitions

SOP	Standard Operating Procedure
DoP	Director of Procurement
Complaint	A complaint is deemed to be a clear expression of dissatisfaction with any aspect of the service provided by Procurement. The policy is applicable to both internal and external customers of the Trust. Confidentiality will be observed wherever possible, but we cannot respond to anonymous complaints.


## 7. OTHER RELATED PROCEDURES

None


## 8. REFERENCES AND FURTHER READING

None

## 9. APPENDIX 1: Contact details



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