

Form of procurement-related complaint

Complainants may use the following sample letter when making a procurement-related complaint. However, complainants must modify the content to reflect the particular circumstances of their complaint.

Text in red font is to assist the complainant in completing the letter. This should be deleted prior to submitting the complaint.

[Complainant's letterhead which includes: business name, business address (postal address) and street address (if different from the postal address)]

Attention: [insert full name of person, if applicable]

Title/position: [insert title/position]

Agency: [insert name of Employer/Purchaser/Client's agency]

Email address: [insert email address]

Fax number: [insert fax number] *delete if not used*

[Date]

Dear [name of Employer/Purchaser's Agency representative]

Procurement-related complaint

Procurement project: [insert the name of the procurement project]

Project reference: [insert project reference number]

Agency: [insert the name of the Borrower's entity undertaking the procurement]

On behalf of, [insert the name of the complainant]¹ we are writing to complain about the above noted procurement process.

Current stage of procurement

The procurement process is currently [describe the stage the procurement process has reached].

¹ In the name of firm or as individual

Interest in making this complaint

The complainant is an interested party in the procurement process. The complainant is **(CHOOSE THE APPROPRIATE OPTION: OPTION ONE)** [a potential participant in this procurement opportunity and is interested in *[making an application to prequalify/be initially selected or [submitting a Bid/Proposal.]*] **OR OPTION TWO** [an actual participant in this procurement opportunity and has submitted *[an application to prequalify/be initially selected]* or *[a Bid/Proposal]* on *[insert date.]*]

Previous communication

(Describe any previous communication you have had with the Borrower in relation to the subject matter of this complaint. Identify who you dealt with. Attach copies of any emails or letters or documents. If there has been no previous correspondence state) *[There has been no previous correspondence in relation to this complaint.]*

Debriefing (Include only if the complaint relates to the decision to award the contract)

The complainant has requested and received a debriefing. The debriefing was held on *[insert date]*. The following information was provided at the debriefing *[list the key information that was provided at the debriefing]*

OR

The complainant has not requested a debriefing.

Nature of complaint

This complaint seeks to challenge the **(Describe the nature of the complaint. It must fall into one of the following categories.)** *[Borrower's Procurement Documents. / Borrower's decision to exclude the complainant from a procurement process prior to contract award / Borrower's decision to award the contract.]*

The relevant facts and circumstances leading to this complaint are **(Describe, in chronological order, the facts and circumstances leading to the complaint.)**

The adverse impact that has resulted is **(Describe the nature of the adverse impact that has resulted.)**

Grounds for challenge

The grounds for making this complaint are **(Identify the violation and inconsistency and the relevant section, paragraph or appendix of the Procurement Document, and/or Procurement Regulation that is allegedly been violated or there is inconsistency with)**

Documents

In support of this complaint we attach the following documents:

1. *[name the document, its date (if dated) and attach it to this letter]*
2. *[name the document and attach it to this letter]*

(If you have no documents that you wish to attach then state) *[There are no documents in support of this complaint.]*

Other information

Other relevant information about this complain is as follows: ***(Describe any other information that is felt to be relevant to this complaint).***

We look forward to receiving confirmation of receipt of this complaint and your full response in due course.

Yours faithfully

[Bidder/Proposer/Consultant's Authorized Representative details]Name: *[INSERT FULL NAME]*

POSITION: [INSERT]

Address: *[insert Authorized Representative's Address]*

Telephone/Fax numbers: *[insert Authorized Representative's telephone/fax numbers]*

Email Address: *[insert Authorized Representative's email address]*

