

Vendor Complaint Review Process

The following is the process for registering a vendor complaint relating to procurement activities carried out by or for Ministry of Technology, Innovation and Citizens' Services, pursuant to Core Policy Chapter 6, Part II and the Vendor Complaint Review Process (VCRP) for government procurement.

| STEP | ACTION | TIMEFRAME GUIDELINES |
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| 1 | Informal discussion with ministry to resolve issue. | See next Step of guideline. |
| 2 | If a complaint is not concluded through informal discussion vendor may complete and submit a Vendor Complaint Form (VCF) to: <ul style="list-style-type: none"> • The Procurement Contact listed on the competition posting; or • If Procurement Contact unknown, to the Ministry VCRP Contact (see below) who will forward to the appropriate Procurement Contact. | VCF must be received within 30 business days after notice of competition outcome. |
| 3 | The Procurement Contact acknowledges receipt of the complaint; registers the complaint with the Ministry VCRP Contact to obtain a reference number (to be used in all future correspondence) and begins Step 4. | 3 to 5 business days |
| 4 | The Procurement Contact reviews the complaint and forwards the details associated with the procurement process to the Ministry VCRP Contact. | 10 to 15 business days |
| 5 | The Ministry VCRP Contact reviews the details provided by the Procurement Contact prior to a response being sent to the complainant. | 5 to 10 business days |
| 6 | Following review by the Ministry VCRP Contact, the Procurement Contact provides a written response for sign-off by the Branch ADM to the complainant with a copy to the Ministry VCRP Contact including: <ul style="list-style-type: none"> • If denied/dismissed, the reasons; or • If merited, planned action and rationale. | 30 business days from receipt of complaint – or notify reason for delay. |
| 7 | Ministry VCRP contact updates the complaint register . | |
| 8 | If not concluded, the vendor may pursue through the Procurement Governance Office (PGO) Process . | |

Ministry VCRP Headquarters Contact:

Procurement and Contract Specialist
 Corporate Services Division
 Financial and Administrative Services Branch
 E317 – 4000 Seymour Place
 PO Box 9412, Stn Prov. Gov't
 Victoria, BC V8W 9V1
 Email: CFSMail@gov.bc.ca
 Facsimile: (250) 952-8286