



# Supplier Complaint Form

The purpose of this form is to provide a mechanism for suppliers to notify Geelong Cemeteries Trust of any complaints in relation to procurement activity undertaken by the Trust. The Trust will only investigate those claims where there is sufficient evidence provided to support the claim, and where it has the relevant authority to do so.

Please save and submit your Supplier Complaint Form by email to [procurement@gct.net.au](mailto:procurement@gct.net.au).

## SECTION ONE

# Contact Details

Supplier name:

Name of person acting on behalf of Supplier:

Address:

Telephone:

Email address:

Procurement name and tender number (if applicable):

Preferred method of contact:

Phone

Email

## SECTION TWO

# Description of complaint

Have you raised and discussed the complaint with the relevant Trust Representative?  
If yes, please provide details.      Yes      No

Provide all details of claim, including names, dates, sufficient evidence and any other relevant information. Provide attachment/s to your email when you submit this form if necessary.

Tell us what you would like to happen to resolve your complaint.

Describe how the subject of the complaint and the specific issue has affected you and your organisation.

## SECTION THREE

# Acknowledgement

I confirm that all of the information provided above is true and correct to the best of my knowledge.

### **Details of person/s completing this form**

Full Name:

Position:

Date:

### **Next steps**

We will contact you within two working days of receiving your complaint to let you know what we will do to investigate your complaint. Your complaint will be treated seriously and we will contact you to keep you up to date.

### **Giving false or misleading information is a serious offence**

The *Crimes Act 1958* provides for significant penalties, including fines and imprisonment, for making a false or misleading statement to the Trust.

### **Confidentiality**

Any information we gather through this complaint management process will be treated as confidential and will be used by the Trust only for the purpose of resolving the complaint. We may need to share the information you provide with relevant third parties to help resolve your complaint. You can request that your personal details be withheld. We will respect your request. In the case where withholding your personal details makes it difficult to resolve your complaint, we will contact you before taking further action.