

PROCUREMENT COMPLAINT FORM

For us to be able to action your complaint in the shortest possible time frame, we need you to supply the details requested in this form.

APPLICANT'S DETAILS

Full name:

Name of business:

ABN/ACN:

Address:

Phone number:

Email:

Date submitted:

DETAILS OF PROCUREMENT

Name of procurement activity:

Invitation/Request for Quote number:

Date advertised on QTenders (if relevant):

Name of Urban Utilities contact officer:

Did you tender for this opportunity?

YES

NO


NATURE OF COMPLAINT

Provide an overview of your complaint, providing relevant details (times and dates of events, supporting facts) in support of your complaint to enable Urban Utilities to investigate this matter.

CONFIDENTIAL

RESOLUTION SOUGHT

Please provide a statement of the resolution you are seeking, that is, what would you like to happen to resolve the complaint?



ADDITIONAL INFORMATION (OPTIONAL)

Please provide any additional information, documents or evidence to support your complaint.

CONFIDENTIAL

LOGGING THIS FORM

To lodge this form, please email it to the Head of Procurement and Supply via:
ProcurementComplaints@urbanutilities.com.au.

Urban Utilities will acknowledge receipt of the complaint within five (5) business days.

Privacy and why we collect your information: Urban Utilities is collecting your personal information as a distributor-retailer under the South-East Queensland Water (Distribution and Retail Restructuring) Act 2009 (Qld) for the purpose of processing and responding to your complaint and updating our records. The personal information we collect may also be used to investigate, manage and make contact with you about your complaint. Urban Utilities may use and/or disclose your personal information to its employees, agents or contractors for these purposes and other third parties as otherwise required or authorised by law. For more on how we protect the personal information we collect, and to find out how to make a privacy complaint, access our Privacy Policy at www.urbanutilities.com.au/privacy

For more information visit urbanutilities.com.au or call **13 26 57**