



How to provide feedback or complain

Good public services depend on good procurement. The Government aims to demonstrate high standards in its procurement practice, but doesn't always get it right, and sometimes your experience may not be what you expected.

We want to make sure that any concerns you raise are treated seriously and that you receive a complete response.

Receiving feedback is an opportunity for government agencies to review their practice. Feedback can highlight examples of good practice. Complaints can identify areas for improvement.

The [guide to supplier feedback](#) provides an overview for suppliers about how to:

- give feedback or raise concerns about a government procurement process;
- make a formal complaint about a government procurement process; and
- use other options to resolve a problem if previous steps haven't worked.

The guide also includes information about:

- the procurement process;
- suppliers' rights in the procurement process;
- the responsibilities of those involved in the procurement process;
- the role of the Ministry of Economic Development; and
- useful contacts.

We have also produced a [Letter of Complaint template \[58 kB DOC\]](#) for suppliers that you may find helpful.