

VENDOR COMPLAINT REVIEW PROCESS

PURPOSE

The Vendor Complaint Review Process (VCRP) provides an escalated process for addressing procurement complaints relating to:

- Processes
- Competition
- Awards

The VCRP does not replace the dispute resolution process for disputes arising out of contracts. Contractual disputes¹ must follow the dispute resolution process defined in the contract between BC Hydro and the vendor.

Formal complaints through the VCRP may be initiated at any time but should be reserved for instances where complaints remain unresolved after attempts to resolve them with the procurement contact identified in a solicitation process, or the official contract representative have failed. Ideally, formal complaints should be submitted within 30 days of an unsuccessful attempt at an informal resolution.

This process should be used if you are:

- A vendor who is or has been engaged in BC Hydro's procurement processes
- An actual or prospective bidder or proponent whose business interests would be affected by the award of a contract or failure to award a contract
- A representative or association of vendors who are being impacted by BC Hydro's processes

All complaints received by the Office of the Chief Supply Chain Officer will be handled with confidentiality but will be subject to the [Freedom of Information and Protection of Privacy Act](#).

COMPLAINT PROCESS

The following steps are available for having your complaint reviewed:

Step 1 – Informal Review

Step 2 – Formal Review

Step 3 – Appeal

Step 1 – Informal Review

- Vendors should contact the BC Hydro personnel associated with the complaint to resolve any issues. (i.e. project or contract manager, procurement contact, official contract representative, etc.)
- For vendors who have completed a competitive bid process and have questions regarding the outcome of their submissions, a debriefing session can be requested through the procurement contact identified in the solicitation documents.
- Contact information for the procurement contact is available in the solicitation document. Contact information for the official contract representative is available in the contract document.
- If the issue remains unresolved, the Formal process may be used.

¹ Examples of contractual disputes may include, but are not limited to, issues that arise out of an expanded scope, change orders, quality assurance, etc.

Step 2 – Formal Review

The formal process should be used if the informal process has not resolved the issue or if the vendor has no procurement contact or contract representative to contact.

The following steps outline the process for the formal review:

1. If a complaint has not or cannot be resolved through the informal process, and the vendor would like to submit a formal complaint, then the vendor must complete a Vendor Complaint Form. Formal complaints must be documented.
2. The vendor may submit the Vendor Complaint Form to BC Hydro by either:
 - a. Email: VCRP@bchydro.com
 - b. Mail to the following address:

BC Hydro, Office of the Chief Supply Chain Officer
Attention: Vendor Complaint Review Process,
6911 Southpoint Drive, 18th Floor,
Burnaby, B.C. V3N 4X8
3. The Office of the Chief Supply Chain Officer (OCSCO), within two (2) business days of receiving the complaint, will:
 - a. Acknowledge receipt of the complaint (mail or email).
 - b. Create a file number and log the complaint.
4. The OCSCO will engage the appropriate business group managers and/or executives for the required course of action and proposed resolution. The business group shall provide to the OCSCO:
 - a. A statement of facts regarding the complaint.
 - b. A statement and/or identify actions taken to address the complaint.
 - c. Supporting documents relevant to the complaint (i.e. bids, contracts, evaluations, debriefing notes, etc.)
5. On behalf of the business group, the OCSCO will provide a written response (mail or email) to the complainant and relevant parties within, fifteen (15) business days of receiving the complaint, based on the complainant's requested outcome and the proposed resolution.
6. The OCSCO will update the complaint log with the proposed resolution and/or actions taken.

Step 3 – Appeal

If the complainant does not agree with the response provided, the complainant may appeal the response in writing to the OCSCO.

The OCSCO will:

1. Investigate the complaint.
2. Provide a written response to the complainant.
3. Update the complaint log with the proposed resolution and/or actions taken.

The OCSCO will endeavor to conclude the VCRP with the complainant within thirty (30) business days of the complaint being received. The OCSCO can extend the 30 business day timeline for review and final determination of the outcome when, in its judgment, circumstances require it. Where this occurs, the complainant will be advised, in writing, of the reason for the delay and when they may expect a response.

VENDOR CONFIDENTIALITY

Complaints must not be made anonymously. Vendor information will be kept in confidentiality by the OCSCO. The collection of personal information complies with the [Freedom of Information and Protection of Privacy Act](#).

VCRP FORM COMPLETION

The Vendor Complaint Form must include:

- Name, title, company name, address, email address, fax and telephone numbers of the complainant.
- The signature of the complainant. Where an email complaint has been received, it will be deemed to have been signed by the originator of the email.
- A detailed description of the complaint, the background leading to the complaint, including relevant dates, and actions of involved parties.
- Copies of relevant documents to support the complaint.
- Actions/remedies being requested.

For email submissions, the maximum total file size for attachments is 10 MB per email. If more supporting files are necessary, clearly indicate that additional documents will be sent via a subsequent email.

It is recommended to send all supporting documents as a zip file attachment.

RECORDS AND DOCUMENTATION

The OCSCO shall ensure that documentation and records on each complaint received, including a record of all communications with complainants, are maintained to allow verification that BC Hydro's processes and policies were being followed and that the complaint was handled in accordance with this VCRP.

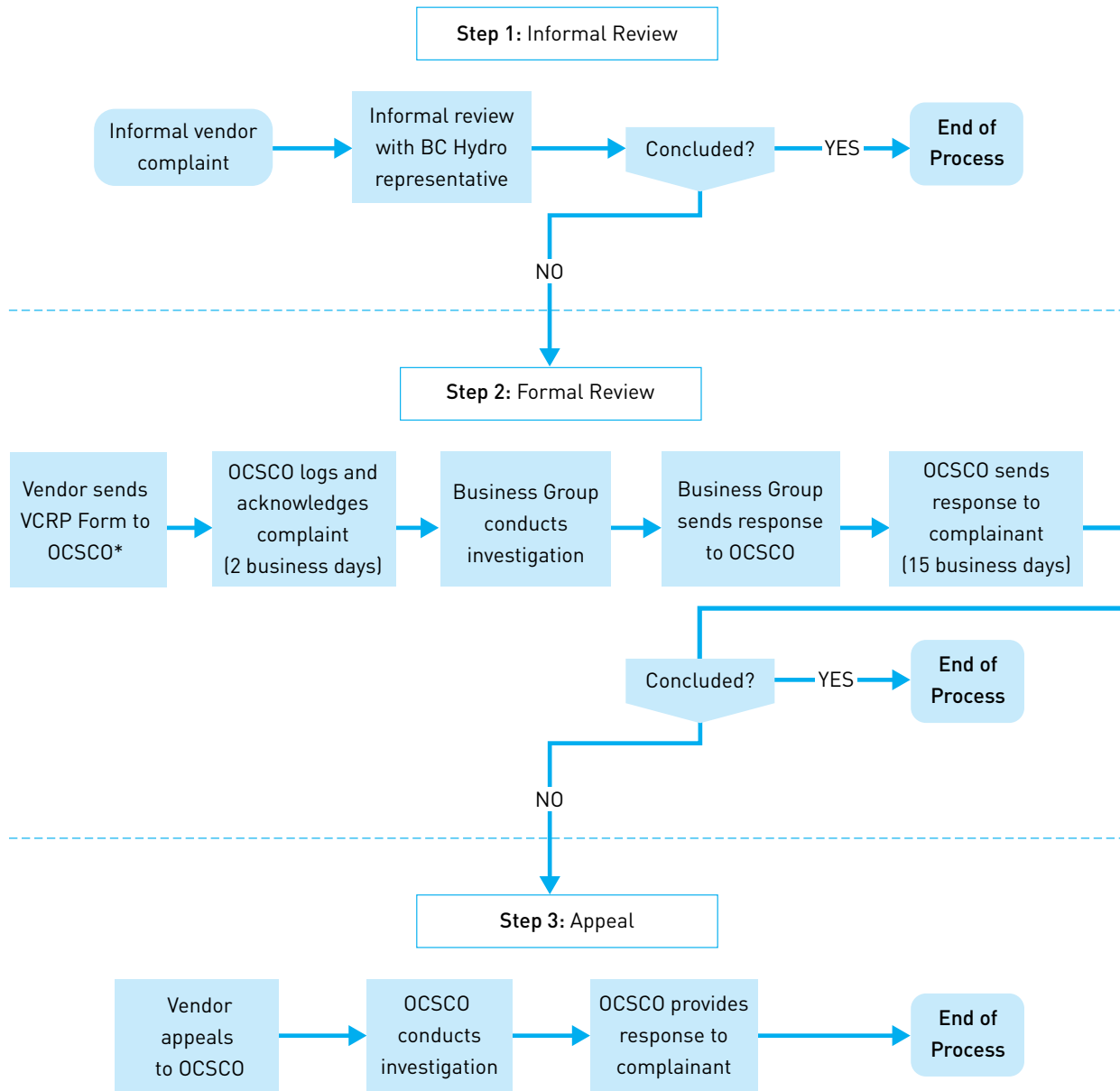
The records on each complaint reviewed by the OCSCO shall contain:

- The complaint identifying the complainant's name and address, and the nature of the complaint.
- Relevant documents to the complaint, which may include but are not limited to competitive bid or contract documents, evaluation or debriefing notes.
- A statement of facts, actions, recommendations, and responses to the complaint.
- Any additional evidence or information that was necessary to review the complaint.
- Confirmation from or to the complainant that the complaint has been satisfactorily resolved.

The OCSCO may draw on any of these documents, at any time, through either hard or soft copies, in order to investigate a complaint.

The collection of information will comply with the [Freedom of Information and Protection of Privacy Act](#).

VCRP FLOW CHART



The OCSCO endeavors to conclude the VCRP with the complainant within 30 business days of the complaint being received.

* Indicating: Office of the Chief Supply Chain Officer