



Australian Government
Department of Finance



Commonwealth Contracting Suite (CCS) Change Record – March 2024



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Procurement Complaints Handling

Summary	The CCS Approach to Market, Contract and Deed of Standing Offer Approach to Market templates have been updated to include more explicit information relating to procurement complaints and the Government Procurement (Judicial Review) Act 2018 (GPJR Act) in response to recommendations from the Australia National Audit Office in the report on Procurement Complaints Handling .
Notes	The smart form provides many options and considerations which will vary the final document produced. Under the Complaints Handling sections of the CCS documents, there are a selection of options available, and the text in the tables below outlines each of the possibilities for text to be included in the final document.

CCS – Contract

Document Reference	C.A.2(j) Complaints Handling											
Condition for inclusion	Original text	Updated text										
All documents	<p>Any complaints relating to this procurement should be referred to:</p> <table border="1"> <tr> <td>Name/Position:</td> <td><< insert name and position here >></td> </tr> <tr> <td>Email Address:</td> <td><< insert email address here >></td> </tr> <tr> <td>Telephone:</td> <td><< insert telephone number here >></td> </tr> </table>	Name/Position:	<< insert name and position here >>	Email Address:	<< insert email address here >>	Telephone:	<< insert telephone number here >>	<p>For information about how to make a complaint, please refer to the information provided on the Customer's website: << insert URL to complaints information for your entity here >>.</p> <p>Any complaints relating to this procurement should be referred to:</p> <table border="1"> <tr> <td>Name/Position:</td> <td><< insert name and position here >></td> </tr> <tr> <td>Email Address:</td> <td><< insert email address here >></td> </tr> </table>	Name/Position:	<< insert name and position here >>	Email Address:	<< insert email address here >>
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Telephone:	<< insert telephone number here >>											
Name/Position:	<< insert name and position here >>											
Email Address:	<< insert email address here >>											

CCS - Approach to Market

Document Reference		A.A.5(b) Complaints Handling										
Condition for inclusion	Original text	Updated text										
All documents	<p>In the first instance, complaints relating to this ATM should be directed to the ATM Contact Officer or:</p> <table border="1"> <tr> <td>Name/Position:</td> <td><< insert name and position here >></td> </tr> <tr> <td>Email Address:</td> <td><< insert email address here >></td> </tr> <tr> <td>Telephone:</td> <td><< insert telephone number here >></td> </tr> </table>	Name/Position:	<< insert name and position here >>	Email Address:	<< insert email address here >>	Telephone:	<< insert telephone number here >>	<p>Complaints relating to this ATM should be directed to:</p> <table border="1"> <tr> <td>Name/Position:</td> <td><< insert name and position here >></td> </tr> <tr> <td>Email Address:</td> <td><< insert email address here >></td> </tr> </table> <p>Information relating to the handling of complaints is available on the Customer's website at: << insert URL to complaints information for your entity here >>.</p>	Name/Position:	<< insert name and position here >>	Email Address:	<< insert email address here >>
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Telephone:	<< insert telephone number here >>											
Name/Position:	<< insert name and position here >>											
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Covered procurement under the GPJR Act	<p>Please direct all complaints about this procurement, including those raised under Government Procurement (Judicial Review) Act 2018 (GPJR Act) to the Customer's ATM Contact Officer or the Complaints contact specified above. Potential Suppliers are reminded that the GPJR Act places time limits on making applications under that Act.</p> <p>More information on the GPJR Act refer to the Government Procurement (Judicial Review) Act 2018 available at https://www.legislation.gov.au/Details/C2018A00129.</p>	<p>This procurement is a covered procurement for the purposes of the Government Procurement (Judicial Review) Act 2018 (GPJR Act).</p> <p>NOTE: In addition to complaints, the GPJR Act also provides for applications to be made to the court seeking an injunction and/or compensation in certain circumstances. If a Potential Supplier wishes to seek an injunction under the GPJR Act, the application for the injunction must be lodged within 10 days after the day on which the Potential Supplier became aware, or ought reasonably to have become aware, of the relevant contravention of the Commonwealth Procurement Rules. There is no time limit for seeking compensation from the court or for making a complaint.</p> <p>For more information on the GPJR Act refer to Resource Management Guide No. 422 Handling complaints under the Government Procurement (Judicial Review) Act 2018.</p>										
Covered procurement - Public Interest Certificate has been issued	<p>Potential Suppliers should note that a public interest certificate has been issued under the GPJR Act in relation to this procurement. The certificate is attached to this ATM and published on the Customer's website.</p>	<p>A public interest certificate has been issued under the GPJR Act in relation to this procurement. The certificate is attached to this ATM and published on the Customer's website << insert URL to your entity website for Public Interest Certificates here >>.</p>										
Covered procurement - Public Interest Certificate has not been issued	<p>Previously, no words were included to indicate that a Public Interest Certificate had not been issued.</p>	<p>If a public interest certificate is issued under the GPJR Act in relation to this procurement prior to Closing Time, the Customer will issue an addendum and the certificate will be published on the Customer's website << insert URL to your entity website for Public Interest Certificates here >>.</p>										

CCS – Deed of Standing Offer Approach to Market

Document Reference		D.A.5(b) Complaints Handling										
Condition for inclusion	Original text	Updated text										
All documents	<p>In the first instance, complaints relating to this ATM should be directed to the Lead Customer's ATM Contact Officer or:</p> <table border="1"> <tr> <td>Name/Position:</td> <td><< insert name and position here >></td> </tr> <tr> <td>Email Address:</td> <td><< insert email address here >></td> </tr> <tr> <td>Telephone:</td> <td><< insert telephone number here >></td> </tr> </table>	Name/Position:	<< insert name and position here >>	Email Address:	<< insert email address here >>	Telephone:	<< insert telephone number here >>	<p>Complaints relating to this ATM should be directed to:</p> <table border="1"> <tr> <td>Name/Position:</td> <td><< insert name and position here >></td> </tr> <tr> <td>Email Address:</td> <td><< insert email address here >></td> </tr> </table> <p>Information relating to the handling of complaints is available on the Customer's website at: << insert URL to complaints information for your entity here >>.</p>	Name/Position:	<< insert name and position here >>	Email Address:	<< insert email address here >>
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