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|  | **Supplier Template - Letter of complaint to agency** |
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[On letterhead – you can send the letter by email as well as post]

[Agency to which you are complaining]

[PO Box or street address]

[Town/City]

[Postcode]

**Attention:**

[senior manager at the agency]

**c.c.**

[procurement manager at the agency or the officer managing the tender]

**c.c.**

Supplier Feedback Service

New Zealand Government Procurement

Ministry of Business, Innovation & Employment

15 Stout Street
PO Box 1473
Wellington 6140

[insert date]

Dear [senior manager at the agency]

**Complaint about a tender process**

I’m writing to raise concerns about a tender issued by your agency. I’ve taken this matter up with your tender management team and would now like to make a formal complaint. My concerns are outlined below.

**Background**

This complaint relates to:

* the name of the specific tender process
* the tender reference number (if there is one)
* the date the tender closed
* the name of the officer responsible for managing the tender.

**Issues**

I’ve encountered the following difficulties:

Provide a brief summary.

* You may want to make each issue a separate bullet point.

**Dealings so far**

My dealings with your agency have been as follows:

Set out the dealings you have had with the agency on the issue. Who did you contact, how (phone, e-mail, letter or meeting) and when, and what was their response? You may want to bullet point each contact:

* e-mail on 23 January to Philip Brocks questioning the process (be specific). Philip replied (give response).

**Debrief – use this heading if you have had a debrief**

I requested a debrief. This meeting took place on [date] with [name of agency officer/s who attended]. I was told the following [insert details of what you were told].

**Summary**

I’m not satisfied with the response I’ve been given so far because [state the reason/s for your dissatisfaction]. I’d like you to investigate the issues I have raised and provide a written response to this complaint. If you think it would help, I would be happy to meet you to discuss my concerns.

Please let me know that you’ve received this letter and when I may expect your response.

Yours faithfully

[your name]

[title/position]

[business or company name]

[e-mail address, contact phone number, postal address]