

Supplier Complaint Review Process



Purpose

The Supplier Complaint Review Process (SCRP) provides an escalated process for addressing supplier complaints relating to sourcing processes, including awarding of business.

The SCRP does not replace the dispute resolution process for issues arising out of contracts. Contractual issues must follow the dispute resolution process defined in the contract.

Suppliers can submit a complaint within 30 days of having knowledge of a sourcing decision and/or an action with which they do not agree.

This process should be used if you are

- A supplier who is or has been engaged in ICBC's supply management processes, or
- An actual or prospective respondent or proponent whose business interests would be affected by the award of a contract or failure to award a contract.

All complaints received by the Strategic Supply Management department (SSM) will be handled with confidentiality and 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

The following steps outline the process for the informal review:

- Suppliers should contact the ICBC personnel associated with the complaint to resolve any issues.
- For suppliers who have completed a competitive bid process and have questions regarding the outcome of their submissions, a debriefing session can be requested through the Strategic Sourcing Analyst identified in the solicitation documents. Contact information for the official contract representative is available in the contract document.
- If the issue remains unresolved, the formal review process may be used.

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Step 2 – Formal review

The formal review process should be used if the informal process has not resolved the issue. The following steps outline the process for the formal review:

- The supplier must submit a written description of the complaint. The supplier may submit this information to ICBC by either
 - email: <https://onlinebusiness.icbc.com/eforms/dotcom/jsp/GEN439.jsp>, or
 - mail:
 - Insurance Corporation of British Columbia
 - Supplier Complaint Review Process
 - c/o Strategic Supply Management
 - Room 316 - 151 West Esplanade
 - North Vancouver, BC V7M 3H9

- SSM, within five business days of receiving the complaint, will
 - acknowledge receipt of the complaint by email or mail, and
 - initiate the investigation of the complaint, which will include a discussion with the person submitting the complaint.

- SSM will engage the appropriate business group for the required course of action and proposed resolution. The business group shall provide to SSM:
 - a statement regarding the complaint
 - actions taken to resolve the complaint, and
 - supporting documents relevant to the complaint (i.e., bids, contracts, evaluations, debriefing notes, etc.).

- On behalf of the business group, SSM will provide a written response to the complainant within 15 business days of receiving the complaint, based on the complainant's requested outcome and the proposed resolution.

Step 3 – Appeal

If the complainant does not agree with the response provided, the complainant may appeal the response in writing to the Office of SSM. The Office of SSM will do the following:

- Investigate the complaint, which will include a discussion with the person submitting the complaint.

- Provide a written response to the complainant.

The Office of SSM will endeavor to conclude the SCRP with the complainant within 30 business days of the appeal being received. The Office of SSM can extend the 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.

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Supplier confidentiality

Complaints must not be made anonymously. Supplier information will be kept confidential by ICBC. The collection of personal information complies with the Freedom of Information and Protection of Privacy Act.

SCRP written submissions

Written submissions related to the complaint must include all of the following:

- Name, title, company name, address, email address, and telephone number 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.

Records and documentation

Strategic Supply Management shall ensure that documentation and records on each complaint received, including a record of all communications with complainants, are maintained to allow verification that ICBC's processes and policies were being followed and that the complaint was handled in accordance with this SCRП.