

Procurement Complaints Process

Complainant lodges a complaint to VBA through:

- **Letter** Victorian Building Authority, c/o Stopleveline, PO Box 403, Diamond Creek, VIC 3089, Australia
- **Phone** 1300 304 564 (Australia) +613 9882 4550 (International)
- **Webform** <https://integrityvba.stoplinereport.com/>
- **or Email** integrityVBA@stopline.com.au

Integrity acknowledges receipt of complaint. Acknowledgment indicates as a minimum:

- Appointed person to review.
- Process to be taken by organisation;
 - NB Level 1 (Business Unit) or 2 (Procurement or Integrity based on criteria)
Need another channel, if treated as “normal” complaint
- Approximate timeline to address the matter.

