

# THE COMPLAINT PROCESS - WHAT TO EXPECT

What complainants and federal organizations can expect from the Office of the Procurement Ombudsman (OPO)

**OPO-BOA.GC.CA**

Promoting fairness, openness and transparency in Federal procurement

## WHAT CAN OPO REVIEW?

### Complaints on the award of a federal contract

Contract must be valued at less than \$33,400 for goods or less than \$133,800 for services.

### Complaints on the administration of a federal contract

The interpretation and application of the terms & conditions, or the scope of work, must not be in dispute. There is no dollar threshold.

## WHO CAN FILE A COMPLAINT?

In order to file a complaint, a supplier must meet the following criteria:

Have a place of business in Canada

Have filed the complaint in writing within regulated timelines

Be a party to the contract (only for complaints on the ADMINISTRATION of a federal contract)

## COMPLAINT REVIEW PROCESS

### Review initiation

- OPO informs complainant and federal organization that a review has been launched.
- OPO gathers records from both parties.

### Analysis and report writing

- OPO examines & addresses each issue raised in the complaint and any other relevant issue(s).

### Report release

- Procurement Ombudsman publishes his findings, and any recommendations, within 120 working days of when complaint is filed.

## WHAT CAN COMPLAINANTS AND FEDERAL ORGANIZATIONS EXPECT?

### Complainants

#### OPO will:

- explain the process and timelines;
- request all relevant records;
- provide a copy of the final report to the complainant, the deputy head of the federal organization and the minister of Public Services and Procurement and Accessibility; and
- publish the final report on OPO's website.

#### The complainant will:

- provide all relevant records, which may include information pertaining to lost profit and bid submission costs.

### Federal organizations

#### OPO will:

- provide the deputy head with a copy of the complaint and any other relevant records;
- request a response to the complaint;
- request all relevant records;
- provide a copy of the final report to the complainant, the deputy head of the federal organization and the minister of Public Services and Procurement and Accessibility; and
- publish the final report on OPO's website.

#### The federal organization will:

- provide all relevant records; and
- inform OPO of matters pertinent to the review.



For more information, please contact the **Office of the Procurement Ombudsman** at 1-866-734-5169 or visit our website at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca).



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