



Complaint Form

The information requested on this form is required in accordance with the [Procurement Ombudsman Regulations](#) for a complaint to be filed. Only information needed to initiate the complaint process is being requested.

We will use the personal information that you provide for the following purpose(s):

- Assessing the complaint against the Regulations
- Undertaking the review
- Producing the contents of the report, including making observations, findings, conclusions and recommendations

Please note that pursuant to [Regulations \(Sect. 8 and 17\)](#), the Office of the Procurement Ombudsman (OPO) is required to send a copy of your complaint to the department, regardless of whether we can review your complaint or not, upon the Procurement Ombudsman's determination of whether or not to conduct a review.

Section 1: Complainant information

Title (Please select one) <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Miss	Last name	First name
Full company name:		
Mailing Address:		
City:	Province:	Postal code:
Telephone:	Fax:	Email address:

Are you filing on behalf of the complainant (e.g. family member, legal counsel)? Yes No

If yes please fill out the following:

Title (Please select one) <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Miss	Last name	First name
Full company name:		
Mailing Address:		
City:	Province:	Postal code:
Telephone:	Fax:	Email address:

How did you first become aware of OPO and its services? Please select an answer

If you have selected "Other", please specify

Section 2: Please provide the grounds for your complaint, based on factual information

Please explain each issue in detail and provide any supporting documents which may OPO understand your position (additional **annex pages** are available if necessary). Do not hesitate to contact OPO before submitting your complaint.

Are you submitting additional information by fax or mail? Yes No

If yes, please provide any supporting document which are not publicly available on the Government’s electronic tendering system (such as the solicitation or contract, any amendments and attachments, your proposal, any correspondence and written information related to the objection that you made to the organization)

Section 3: Please indicate the federal government organization(s) involved in your complaint.

Section 4: Have you contacted the organization(s) identified in section 3 to resolve your issue(s)?

If yes, please provide a brief description of what happened and the relevant dates.

Section 5: Details of the contract at issue

- AWARD of a contract** (including call-ups against Standing Offers / Supply Arrangements)
- ADMINISTRATION of the contract awarded to your company** (including call-ups against a Standing Offers / Supply Arrangements)

Contract reference number(s):	
Description of the required goods and/or services (including construction):	
Date of Public notice of award of contract OR, if no public notice, date you became aware of award of contract:	
If you objected to the Department, date the objection was denied:	
Dollar value (including taxes) of the contract?	
Did your company bid on the contract?	
The date you became aware of the grounds for your complaint:	

Section 6: Consent

Do you provide your consent to the Office of the Procurement Ombudsman to contact the government organization(s), identified above, in an attempt to resolve your issue(s)?	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>
<i>Please note that the documentation you provide will be forwarded to the organization(s) in question.</i>		

Section 7: Declaration

	Yes	No
7.1 Have, or are, the facts and grounds on which the complaint is based been the subject of an inquiry before the Canadian International Trade Tribunal or a proceeding in a court of competent jurisdiction?	<input type="checkbox"/>	<input type="checkbox"/>
7.2 I have been awarded the contract to which this complaint relates?	<input type="checkbox"/>	<input type="checkbox"/>
<p>7.3 I am filing this complaint on behalf of a business under the name of _____ which conducts activities at a place of business in Canada. I understand that “a place of business” means a business which has a name and operates at an establishment in Canada (1) that is accessible during normal business hours, and (2) where the business activities are conducted on a regular basis.</p> <p><i>Please check one:</i></p> <p><input type="checkbox"/> The business does not conduct activities at a place of business in Canada</p> <p><input type="checkbox"/> The business does conduct activities at a place of business in Canada</p> <p>The business address in Canada is: <input type="checkbox"/> as stated in Section 1.</p> <p><input type="checkbox"/> as follows: _____</p>		
I hereby declare and certify that the information provided herein is to the best of my knowledge true, accurate and complete.	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>
Name and title of authorized official filing the complaint:		
Signature of authorized official:	Date:	
<p>Privacy note: The information requested on this form is required in accordance with the Procurement Ombudsman Regulations for a complaint to be filed and considered for review. Only information needed to initiate the complaint process is being requested. The information collected is included in Personal Information Bank number PWGSC PPU 001 which is available at Info Source. This information will be retained for a minimum of three years after the file is closed. Collection and use of personal information is in accordance with the federal Privacy Act and is protected from disclosure to unauthorized persons/agencies. Under the provisions of the Privacy Act, individuals have the right to protection of, and access to, their personal information, and to request changes to inaccurate information. Instructions for obtaining your personal information are outlined in the government publication entitled Info Source. If you require clarification about this Statement or the administration of the Privacy Act, questions or comments may be directed to opo-boa@opo-boa.gc.ca. For more information on privacy issues and the Privacy Act in general, consult the Privacy Commissioner at 1-800-282-1376.</p>		