

<b>PROCEDURE TITLE</b>	<b>PROCEDURE FOR HANDLING COMPLAINTS RECEIVED IN CONNECTION WITH THE AWARD OR ATTRIBUTION OF A CONTRACT</b>
<b>Executive sponsor</b>	Vice-Principal (Administration and Finance)
<b>Initial approval date</b>	June 26, 2019
<b>Date of last review</b>	Not applicable

<b>Related documents</b>	<ul style="list-style-type: none"> <li>• Procurement Policy</li> <li>• Policy on the Approval of Contracts and Designation of Signing Authority</li> </ul>
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**PREAMBLE**

The Procedure for Handling Complaints is adopted by the Board of Directors of the City of Portland, Oregon, on this 26th day of June, 2019.

## PART II – HANDLING COMPLAINTS

2.1 **FILING A COMPLAINT:** If, in the reasonable opinion of the enterprise, the responses provided by the University pursuant to the methods described in Section 1.4 do not correct the conditions of the documents for the Relevant Processes, **“that do not ensure the honest and fair treatment of tenderers, do not allow tenderers to compete although they are qualified to meet the stated procurement requirements, or are otherwise not compliant with the normative framework,** as the case may be, if the enterprise disagrees with the University’s decision in connection with a Relevant (award) Process in progress, it may file a complaint in accordance with the Procedure. The complaint must be re irPr.04 TfCS1







**APPENDIX C**  
**TABLE OF TIME LIMITS FOR HANDLING COMPLAINTS**

