Level 19, Tower D, International Waterfront Centre, Wrightson Road, Port of Spain
Tel: 1.868.627.4OPR • Email: complaints@opr.org.tt • Website: www.oprtt.org

COMPLAINT FORM - GUIDANCE NOTES

(Section 41 of the Public Procurement and Disposal of Public Property Act, 2015 as amended)

General notes:

The Office of Procurement Regulation's (OPR) Complaint Form must be used when making a complaint pursuant to section 41 of the Public Procurement and Disposal of Public Property Act, 2015 (as amended).

These notes are for general guidance only. If you are still unsure about how to complete this form, you may contact the OPR via telephone or email for further assistance or clarification. The OPR also provides in-person assistance to persons who attend the office at the above address.

Please note that consideration of your complaint may be delayed if you do not complete the form properly or do not provide the information requested. You should retain a copy of the form and/or any documents submitted for your records.

SECTION 1: Complainant Information

It is important that you accurately complete this section of the Complaint Form in the event that a Complaints Officer or any other officer of the OPR needs to contact you or update you about your complaint. Provide up-to-date information and alternative contact numbers and/or email addresses where possible.

SECTION 2: Representative of the Complainant

This section is not mandatory but may be completed if you are being assisted or represented by another person such as an Attorney-at-Law, a Corporate Officer, a Trade Union representative, a Parent or a Spouse. The OPR may contact this person to provide an update and/or to make a query about your complaint.

SECTION 3: Information About the Person/Public Body about whom you are complaining.

You can make a complaint against a public body and/or all or any interested parties to procurement proceedings. These may include but are not limited to:

- The Office of the President, the Judiciary, the Parliament, a Ministry or a department or division of a Ministry, the Tobago House of Assembly, a Municipal Corporation, a Regional Health Authority, a statutory body, a state-controlled enterprise, a Service Commission, a body corporate or unincorporated entity which uses public money or in relation to any function which it exercises on behalf of the State.
- A named Procurement Officer.
- An officer who purports to act in the capacity of a procurement officer.
- An Accounting Officer as defined by the Exchequer and Audit Act.
- Parties to public-private partnership arrangements.
- A person who participates in bid rigging or another form of collusion.

Provide the full name of the person and/or the official name of the public body along with as much up-to-date information as possible. Remember that the OPR may have to contact these persons in the course of investigating your complaint.

SECTION 4: Details of the Complaint

You may check as many boxes that apply. Be sure that the facts and circumstances surrounding your complaint apply to the box that you have chosen. Remember that the OPR cannot consider complaints that do not fall within these categories.

SECTION 5: Description of the Complaint

This section is your opportunity to express the complaint in your own words and forms the basis for the OPR to consider, enquire into and investigate your complaint. It would help if you provide as much information as you can but keep it factual. Consider the following tips:

- It is important that you particularise the details of your complaint and ensure that they provide supporting information and facts in relation to the boxes that you have checked in section 4. Provide all relevant information at the outset.

- Be sure to identify the specific allegations of bid-rigging or other forms of collusion, irregularities in procurement proceedings and/or other breaches of the Act.

- Be specific. Use names, dates, times, and locations as much as possible. Remember the Office may need to contact these persons to give evidence when investigating your complaint.

- Avoid including any irrelevant and vague information.

- If you run out of space on the Complaint Form, you may continue to your description of your complaint on a separate sheet of paper. If you do, be sure to sign and date the extra sheet of paper and submit it along with your Complaint Form.

SECTION 6: Previous Communication

This information is not mandatory but is important for the OPR to consider when dealing with your complaint as it provides a background about any previous action in relation to the complaint made by you. You should provide details of:

a) What action you took;
b) The report or complaint, the way it was made (orally or in writing) and the person to whom it was made;
c) The date on which you did this;
d) Any outcome (whether you were contacted, invited to a meeting and such like); and
e) Documents, correspondence, claims or responses (if any) that you sent and/or received from the Respondent(s) (please attach copies of same if possible).

SECTION 7: Supporting documents

Submitting supporting documents or other relevant material is a useful way of providing more in-depth details to substantiate your complaint. These will be reviewed in assessing your complaint. Be sure to submit clear and legible copies so that the OPR's officials can properly review these documents.

SECTION 8: Certificate of truth

The OPR treats all complaints with the requisite attention, importance, and resources. It is an offence to knowingly or mischievously make a complaint on the basis of false or misleading information. You are therefore required to demonstrate your understanding of the consequences of such actions by signing the Certificate of Truth under this section.