BUSINESS SUPPORT DEPARTMENT SUPPLIER GRIEVANCE PROCEDURE



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SUPPLIER GRIEVANCE PROCEDURE

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1. Record of Amendments

This is a record of changes made to this document, based on review.

Rev	Approval Date	Document ID Code	Description of Change
00	09-12-2018	QF-PRO-157	First Release
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2. Purpose

The purpose of this document is to establish a formal procedure to manage grievances raised by QF supplier after the informal grievance reddressal options are exhausted.

3. Scope

This procedure applies to the Procurement activities of QF Divisions, Directorates, Centers and other entities whose budget is administered by QF HQ or whose procurement is carried out by QF Procurement Directorate.

4. Terms and Abbreviations

Term	Definition
ERP	Enterprise Resource Planning
QF Qatar Foundation A legal entity with whom QF has entered into a contract for provide materials or services. Includes alternate expressions Consultant, V and Supplier. The Term in this document also includes Bidders or prospective Suppliers.	
Should	Preferred course of action

5. Roles and Responsibilities

Position or Role	Responsibilities		
Review grievances and conduct a preliminary review Constitute a Grievance Investigation team Representative Receive and review Investigation report Communicate findings and action to all stakeholders.			
Grievance Investigation Team	Investigate the grievance in an impartial and transparent way Report findings and actions to Procurement Business Support Department		

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Position or Role	Responsibilities		
Project Team	Investigate and resolve project related grievance Report findings to Procurement Business Support Department and Supplier		

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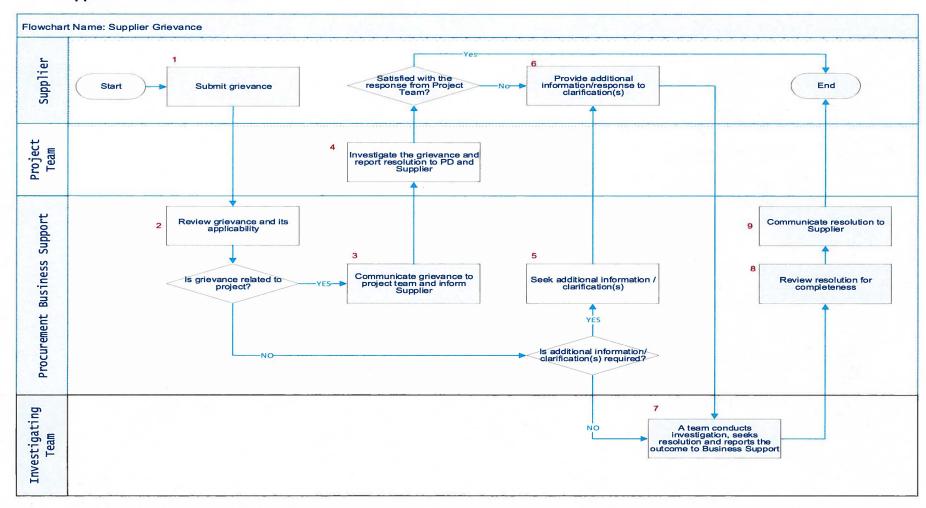
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6. Procedure

6.1 Supplier Grievance Flowchart



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6.2 Procedure Narrative

#	NARRATIVE				
Note	Note:				
	 Utmost confidentiality of the information shall be maintained throughout the process, especially when the grievance is against an individual. All effort shall be made to resolve the grievance in an informal and amicable way before resorting to adopting formal process. Ensure that the people involved in investigation/grievance resolution process do not have any conflict of interest. 				
1	In the event of a grievance, the Supplier makes every effort to resolve the grievance in an informal way by contacting the Procurement or Contract Administration representative of QF.				
	Only if informal process of grievance reddressal fails, the Supplier reports the grievance to procurementrelations@qf.org.qa using Supplier Grievance Form.				
	A formal grievance must be reported within 30 days from the event/action leading to the grievance.				
	The Supplier Grievance Form shall be complete in all respect with necessar supporting documents, if any.				
	Only one grievance shall be reported in one form.				
2 Upon receipt of grievance from supplier, the Business Support Representative:					
	 Logs the grievance in a Supplier Grievance Register with a unique seria number and date. 				
	 Enters the serial number and the date from the Supplier Grievance Register on original Supplier Grievance Form received. 				
	 Based on prima facie evidence provided, reviews the grievance for its validity. 				
	 Closes the invalid Supplier Grievance Form by filling the Closing Report part of the Supplier Grievance Form and signing it. Closing of invalid forms must be reported to the Supplier providing the reason for closing. 				
	 Records of all Supplier Grievance Forms received with all attachments shall be maintained. 				

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#	NARRATIVE		
	Some of the possible reasons for grievance are:		
	a. General		
	 Non-receipt of any tender, RFQ or enquiry 		
	 No projects awarded even after submitting several proposals/quotes 		
	 General tendering procedure 		
	 Return of performance bank guarantee or tender bond 		
	b. Project related:		
	■ Delay in payments		
	 Delay in receipt of completion certificate 		
	 Lack of support from QF during project delivery 		
	 Issues with existing contracts/POs 		
	c. Supplier management related:		
	 Unable to update information and / or access i-Supplier application 		
	The reasons provided above is not an exhaustive list. They are some of the examples.		
3	On review, if the grievance is found to be project related, the Business Support		
	Representative forwards the Supplier Grievance Form to concerned Project		
	Management Team.		
4	The Project Management Team investigates the grievance in an impartial way and		
	reports back the outcome to Procurement Directorate and the Supplier.		
	The investigation shall be carried out by a team of three persons without any conflict		
	of interest in the grievance. Names of the team members shall be recorded in the		
	Closure report in the Supplier Grievance Form.		
	The investigating team may seek additional information from the Supplier or any		
	necessary support from the Procurement Directorate.		
	The original Supplier Grievance Form with the Closure report is returned by the		
	Project Management Team to the Business Support Representative.		
	If not satisfied with the outcome, the supplier may appeal to Procurement		
	Directorate with additional information.		
5	For non-project related grievances, Business Support Representative seek additional		
	clarifications from supplier, if required.		

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#	NARRATIVE		
6	The supplier provides clarification/additional information sought by the Business Support Representative.		
	The Supplier may also appeal review of the grievance investigated by the Project Team, if not satisfied with the outcome.		
7	The Business Support Representative coordinates with stakeholders and forms a team of three members to investigate the grievance. The Team shall have at least one member from Procurement Directorate and at least one member from outside QF Procurement Directorate.		
	Selection of the team members is done ensuring that there is not conflict of interest of any member in the grievance being investigated. Names of the team members shall be recorded in the Closure report in the Supplier Grievance Form.		
	The investigating team may seek additional information from the Supplier or other entity within in QF to conduct a fair and transparent investigation.		
	The original Supplier Grievance Form with the Closure report is returned by the Investigating Team to the Business Support Representative.		
8	The Business Support Representative reviews closure report and seeks any additional clarification necessary from the investigating team.		
9	The Business Support Representative reports the outcome to the Supplier.		

7. Related forms and templates

S. No.	Title	Code
1	Supplier Grievance Form	QF-FRM-090

8. References

QF Corporate Procurement Policy

9. Appendices

Not Applicable