

Merchant Complaint Review Process (“MCRP”)

Overview

BCLC’s MCRP is limited to issues of procurement policy and procedures, and some contract policy and procedure. It is not intended to limit access or address other complaint review processes within BCLC. No compensation will be awarded to a complainant under the VCRP.

The MCRP does not replace the dispute resolution process for disputes arising out of contracts or dispute mechanism within applicable Trade Agreements.

Contractual disputes must follow the dispute resolution process defined in the contract between BC LC and the vendor.

The Complaint Process

All complaints received by the Corporate Procurement Office will be handled with confidentiality but will be subject to the *Freedom of Information and Protection of Privacy Act*.

The following steps are available for having your complaint reviewed:

1. Informal Review

If the complaint involves a specific procurement offering or award, the first step should be to contact the BCLC personnel associated with the complaint to resolve any issues (i.e. project or contract manager, procurement contact, official contract representative, etc.)

For merchants who have completed a competitive bid process and have questions regarding the outcome of their submissions, a debriefing session can be requested through the procurement contact identified in the solicitation documents.

If the complaint does not involve a specific procurement offering or award and is about a BCLC procurement process in general, go directly to step 2.

2. Formal Review

If a complaint has not or cannot be resolved through the informal process, and the complainant would like to submit a formal complaint, then the complainant must make a submission in writing that includes:

- Complainant’s name and title, company name (if applicable), mailing address, email address, fax and telephone numbers.
- The complainant’s signature. (Where complaint has been received by email, it will be deemed to have been signed by the originator of the email.)
- A detailed description of the complaint, the background leading to the complaint, including relevant dates, and actions of involved parties.
- Copies of relevant documents to support the complaint.
- Actions/remedies being requested.

Formal complaints made anonymously will not be considered.

Complainant information will be kept confidentially by BCLC’s Office of Corporate Procurement (“OCP”) for the purposes of communicating under the MCRP. The collection of personal information complies with the *Freedom of Information and Protection of Privacy Act*.

1. The complainant’s submission may be sent to BCLC by either:
 - a. Email: *e-bid@bclc.com*; or
 - b. Mail to the following address:

BC Lottery Corporation
Corporate Procurement Office
Merchant Complaint Review Process
74 West Seymour Street
Kamloops BC V2C 1E2

2. The OCP will, within five (5) business days of receiving the complaint:
 - a. Send the complainant an acknowledge receipt of the complaint (mail or email); and
 - b. Create a file number and log the complaint.
3. The OCP will engage the appropriate BCLC business group managers and/or executives, for the required course of action and proposed resolution.

The BCLC business group shall provide to the OCP:

- a. A statement of facts regarding the complaint;
 - b. A statement and/or identify actions taken to address the complaint; and
 - c. Supporting documents relevant to the complaint (i.e. bids, contracts, evaluations, debriefing notes, etc.)
4. On behalf of the BCLC business group, the OCP will provide a written response (mail or email) to the complainant and relevant parties within 15 business days of receiving the complaint describing the proposed resolution.
5. The OCP will update the complaint log with the proposed resolution and/or actions taken.

4. Appeal

Should the complainant not be satisfied with the findings of the Formal Review, the relevant case documents will be forwarded to the VP Finance and Corporate Services for final review. The decision of the VP will be final, without re-course.