

### **ATTACHMENT 3 VENDOR GRIEVANCE PROCEDURE**

This policy is used to protest a service contract awarded through the Department of Health and Human Services. If a service is bid directly by Health and Human Services, the Director of Health and Human Services is responsible for handling protests. All protests/grievances are to be forwarded to the Director of Health and Human Services.

Grievances/Protests will only be accepted from vendors who have submitted a timely bid response in connection with the award in question. Administrative procedures for grievances/protests are as follows:

- 1.** Grievances/protests must be expressed in writing, directed to: Director, Department of Health and Human Services, Centennial Mall South (5th Floor), Lincoln NE 68509. Grievances/protests should (1) reference the bid number; (2) include specific issues that are disputed; and (3) provide a point of contact and mailing address to which a response can be sent. All grievances/protests must be received within ten (10) business days of the posting of the award (commodity) or intent to award (service), in order to be considered a valid grievance/protest.
- 2.** A response will be made in writing to the point of contact provided in the grievance/protest by the Department of Health and Human Services Director, generally within ten (10) business days of receipt of the grievance/protest.
- 3.** If the response from the Department of Health and Human Services Director has not satisfied the grievance of the vendor, the vendor may make a written request for a meeting with the Director of Health and Human Services or a designee of the Director's choosing, by directing such request to: Director of Health and Human Services, Department of Health and Human Services, Centennial Mall south (5th Floor), Lincoln NE 68509. Such request should (1) reference the bid number; (2) include the specific issues disputed; and (3) provide a point of contact and mailing address. All meeting requests must be received within ten (10) business days of the date of the Director of Health and Human Services Director's response in order to be considered a valid request.
- 4.** A meeting will be scheduled and held with the vendor, Director of Health and Human Services, or the Director's designee for the vendor, to present their issues.
- 5.** A written final decision will be sent to the vendor, generally within ten (10) business days, unless additional time is necessary to fully examine the issues presented.