



How the State Procurement Office (SPO) Compliance can help you with a complaint

The following information is a guide to how to proceed if you feel you have been treated unfairly by procurement officer, or if you find yourself in a procurement related disagreement or dispute with a state agency, department, board or commission.

STEP 1 Try to resolve at agency level

Follow these best practice recommendations for more positive results

Familiarize yourself with the [Arizona Procurement Ethics](#). If you are ever in doubt, ask yourself:

- Is this legal? Have I checked with the agency's subject matter expert?
- Would it conflict with any of my State Governmental Unit's, or the State's core values or mission?
- How would I feel reading about my choice in a newspaper, or explaining my choice to a judge or jury?
- How would I feel telling my family about my decision?
- Am I involving the right people?

Consult the procurement specialist or agency's chief procurement officer with any concerns you have regarding procurement compliance. Don't ignore what you believe to be illegal or unethical conduct. If you know it is wrong, don't do it. If in doubt, ask. Keep asking until you get an answer. Set an example for others.

STEP 2 SPO Compliance jurisdiction

Confirm the issue is within the SPO Compliance jurisdiction

We CAN address:

- Procurement actions of most state agencies, departments, boards and commissions

We CANNOT examine:

- Federal Agencies
- Cities, counties, school districts
- Colleges and universities
- The judicial branch

Non-procurement related inquiries should first be addressed with the responsible employee. If the problem continues, ask the supervisor, the [agency designated ombudsman](#), or the agency director to address the issue. After this list has been exhausted, you may escalate the issue to the [Arizona Ombudsman's Office](#) if you remain concerned the agency engaged in an improper administrative action.

STEP 3 SPO Compliance Hotline

Contact SPO Compliance

Employees are encouraged to address any procurement compliance concerns with the procurement personnel or agency management team. Should employee choose to confidentially or anonymously report any compliance violations, concerns, or questions, they may do so by completing the following [form](#)