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Planning

COV - Market Engagement for Independent Childrens Complaints Investigation 2026

Coventry City Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-011822

Procurement identifier (OCID): ocds-h6vhtk-064c63

Published 10 February 2026, 12:18pm

Scope

Description

Coventry City Council are seeking providers to deliver our Children Complaints service, the providers will support with all stages of our external complaints process. Over the past 6 months Coventry have required 90 complaints to be investigated.

Should you have any queries in relation to this opportunity please issue these via the correspondence function of the portal.

Commercial tool

Establishes a framework

Total value (estimated)

- £200,000 excluding VAT
- £240,000 including VAT

Contract dates (estimated)

- 1 October 2026 to 30 September 2030
- 4 years

Main procurement category

Services

CPV classifications

- 79342300 - Customer services
- 98000000 - Other community, social and personal services

Engagement

Engagement deadline

15 March 2026

Engagement process description

Providers are being invited to engage with the Council with queries in relation to this procurement.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

29 May 2026

Contracting authority

Coventry City Council

- Public Procurement Organisation Number: PMJC-6861-XJPP

Council House, Earl Street

Coventry

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United Kingdom

Email: ProcurementContracts@coventry.gov.uk

Region: UKG33 - Coventry

Organisation type: Public authority - sub-central government