

DEFICIENCY/COMPLAINT REPORT

Complete this form to report complaints against vendors, commodities, or to report any unsatisfactory service by the Purchasing Section. Be sure to furnish all necessary detail so that a satisfactory settlement of the complaint can be made. Please verify all information to insure accuracy. Complaint reports become a permanent record of the commodity or vendor concerned and must be accurate to guarantee an equitable settlement to serve as a guide for future action.

*Agency		*Name and Address of Vendor	
*Date of Complaint			
Contract Number	*Purchase Order Number		
*Commodity or Service Covered by Complaint			

NATURE OF COMPLAINT (check all that apply)			
DELIVERY	QUALITY	OTHER	
Delivery not made on date ordered or promised	Quality of Commodity is inferior	Invoice price higher than authorized	
Delivery made at an unsatisfactory hour	Unsatisfactory and unauthorized substitute	Weight received at variance with invoice or shipping ticket	
Delivery made to wrong destination	Unsatisfactory workmanship in installation of commodity	Quantity delivered in excess of order	
Improper method of delivery	Commodity lacks required inspection stamps	Quantity delivered less than ordered	
Unauthorized delivery made before issuance of order			
Delivery in damaged condition			

***REMARKS**

NOTE: Give detailed explanation of complaint in this space. Indicate manner in which you suggest complaint be settled. Be specific. If necessary to submit additional documentation, please include a copy of this form with your faxed or mailed documents.

INSTRUCTIONS TO AGENCY Print copy for your records prior to submittal.	*Complaint Initiated By (Name)	*Title	*Phone No.
	*Complaint Form Executed By (Name)	*Title	*Phone No.
	*Your Email Address:		

Action Taken
