

DEFICIENCY/COMPLAINT REPORT

Complete this form to report complaints against vendors, commodities, or to report any unsatisfactory service by the Purchasing Office. 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.

Dept/Campus	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 Dept/Campus 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 [To be completed by Purchasing Office]
