



Please complete this form to report complaints against vendors for goods or services purchased by the University. Please include all necessary facts and details to allow our department to seek a satisfactory resolution to the problem reported. Be sure to verify the accuracy of all information offered. Performance Quality Reports become a permanent vendor record and must be accurate to guarantee an intelligent and equitable resolution and to serve as a guide for future actions regarding a vendor's performance.

Department Information

Today's Date: _____
Department Name: _____
Individual Initiating Complaint : _____

Vendor Information

Vendor Company Name: _____ Vendor Contact: _____
Vendor Full Address: _____
Vendor Phone: _____ Vendor Fax: _____
Vendor Banner ID: _____ Vendor Email Address: _____

Order Information

UCO PO Number: _____ Date of Receipt: _____
Products/Services: _____

Complaint

- Failure to meet specifications/performance.
Explanation: _____

- Unauthorized Substitution Partial Delivery/Non-Delivery
- Quality, please explain _____

- Other, please offer all details _____

Additional Comments _____

Desired Resolution _____

Additional supporting data should be attached to this form. Please send the entire document to Purchasing, Campus Box 161