



**UNIVERSITY OF CHICAGO
CENTRAL PROCUREMENT SERVICES
VENDOR COMPLAINT REPORT**

Department Name: _____ Department Code No: _____
 Date of Complaint: _____ Purchase Requisition No.: _____
 Contract Award No.: _____ Purchase Order No.: _____
 Vendor Name: _____
 Vendor Address: _____
 Commodity or Service covered by Complaint: _____

Complete this form to report complaints against vendors, commodities, or to report an unsatisfactory service by Central Procurement Services.

Be sure to furnish all necessary information in order 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 settlement and to serve as a guide for future action.

NATURE OF COMPLAINT

Delivery

- | | |
|---|---|
| Delivery not made on date promised | Unauthorized delivery |
| Delivery made to wrong destination | Improper method of delivery or handling |
| Delivery made at an unsatisfactory or inconvenient hour | Delivery of damaged goods |

Quality

- | | |
|--|---|
| Quality of commodity is inferior | Unsatisfactory and unauthorized substitute item delivered by vendor |
| Unsatisfactory workmanship in installation | Unsatisfactory or improper packaging |

Other

- | | |
|--------------------------------------|---------------------------------------|
| Invoice price higher than authorized | Quantity delivered in excess of order |
| Quantity delivered less than ordered | Unsatisfactory service response |

REMARKS

(NOTE: In the multiline area below, use the 'tab' key to fill in the next line.)

COMPLAINT INITIATED BY: _____
 (Department) Name Title Phone No.

COMPLAINT FORM EXECUTED BY: _____
 (Central Procurement Services) Name Title

SEND COMPLETED FORM TO: Central Procurement Services, 1225 East 60th Street, Chicago, IL 60637-2801