



Board of County Commissioners  
Office of Purchasing  
**Title: Vendor Complaints and Disputes**

Effective Date: 12/20/96      Supersedes Date:

Procedure No: PP-150

Page No: 1 of 1

I. Purpose:

The Report of Unsatisfactory Materials and/or Services (Attached) is utilized to inform the Office of Purchasing of any difficulties due to poor service, poor performance, poor quality, or materials which do not meet specification requirements. This form is not to be utilized as an expediting tool.

II. How to Prepare:

A properly prepared Report of Unsatisfactory Materials and/or Services must contain the following information:

1. Purchase Order Number
2. Term Contract Number (when applicable)
3. Vendor name, address, and phone number
4. User Department/Division, Contact person, and phone number
5. Department/Division Head Signature
6. Brief explanation of **exactly** what the problem is, and why the product or service is unacceptable.
7. All available documentation shall be attached

III. Distribution:

The Report of Unsatisfactory Materials and/or Services shall be forwarded to the Office of Purchasing, who will forward to the vendor with a cover letter for their response.

IV. Follow-Up:

The Office of Purchasing shall notify the User Department/Division as to the vendor's response and any action taken by the Office of Purchasing.

The Office of Purchasing may determine that a meeting should be held to resolve the problems(s). The Office of Purchasing shall notify the User Department/Division of said meeting, and ensure that a representative of the User Department/Division is in attendance.