|  |  |
| --- | --- |
|  | Vendor Performance Quality Repor**t** |

Complete this form to report complaints against vendors for goods or services purchased by state agencies. Be sure to furnish all necessary details so that a satisfactory resolution of the complaint can be made. Please verify all information to insure accuracy. Complaint reports become a permanent record of the vendor and must be accurate to guarantee an informed and equitable resolution and to serve as a reference for possible future action regarding a vendor’s performance.

**AGENCY INFORMATION**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Name: |  | | This Report Completion Date: | | | |  |
| Address: |  | | City/State/Zip: | |  | | |
| Phone: |  | | FAX: | |  | | |
| CPO: |  | |  | | | | |
| Individual who initiated complaint - Name: | |  | | Email:: | |  | |

**VENDOR INFORMATION**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name: |  | | | FEI or SSN: |  |
| Contact: |  | | | Address: |  |
| Phone: |  | FAX: |  | City/State/Zip: |  |

**ORDER INFORMATION**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| OMES Req. #: | |  | | Agency Req. #: | |  | | | |
| Delivery Date of Last Shipment: | | |  | PO#: |  | | | BPO#: |  |
| Item #: |  | | | Statewide Contract #: | | |  | | |

**COMPLAINT** (check ALL that apply)

|  |  |  |
| --- | --- | --- |
| Failure to meet specs/performance | | Partial Delivery/Non-Delivery |
| Unauthorized substitution | | Quality |
| Other (please explain) |  | |

|  |  |
| --- | --- |
| Goods or Services that are unsatisfactory: |  |

|  |
| --- |
| Comments: |

|  |
| --- |
| **DESIRED RESOLUTION:** |

Additional supporting data attached (i.e. pictures, sample, text)  Yes  No

**Please send this completed form and any corresponding information to:** [**CP\_Feedback@omes.ok.gov**](mailto:CP_Feedback@omes.ok.gov)

For questions or comments, call Customer Relations at (405) 521-2116 or fax to (405) 521-4475.