Chapter 33

Procurement Complaints

33.0 Procurement Complaints

Departments that encounter problems in dealing with a vendor should contact the Department of Procurement and Contracts for assistance in resolving the problem. In order for complaints to obtain prompt attention, the Department of Procurement and Contracts requires the department to complete the Contractor Noncompliance Form (Appendix R (Form R4)). This form provides an easy mechanism for addressing and resolving complaints related to vendor performance. This system provides assistance in resolving complaints related to:

- Non-delivery;
- Over/under shipments;
- Delinquent deliveries;
- Improper billing; and
- Receipt of non-conforming materials or services-failure to perform.

Specific instructions and procedures may be obtained from the Department of Procurement and Contracts. Remember, feedback on the quality of goods or services from vendors doing business with the University is critical to all university departments, as well as agencies within the State system. To ensure the best goods and/or services for users, the Department of Procurement and Contracts takes the Contractor Noncompliance Form very seriously. User input is a valuable tool and helps identify vendors who should be debarred from future dealings with the University and State. Documented poor vendor performance may result in the Department of Procurement and Contract debaring the vendor from doing business with the University. The form for reporting complaints is located on the Department of Procurement and Contracts website. All complaints must be sent to the Department of Procurement and Contracts. The Department of Procurement and Contracts staff will review the complaint and take the appropriate action. Departments should not send complaints directly to the vendor.

Reference:

Appendix R: Contractor Non-Compliance Form (Form R4)
http://www.radford.edu/content/dam/departments/administrative/purchasing/contractor-noncompliance-form.pdf