

AUBURN UNIVERSITY

Purchasing Department
311 Ingram Hall

Phone: (334) 844-4625
Fax: (334) 844-4306

Vendor Complaint Report

Complete this form to report complaints against vendors, commodities, or to report any unsatisfactory service to the Purchasing Office. Be sure to furnish all necessary information in order that a satisfactory settlement of the complaint can be made.			
Department:		Date of Complaint:	
Vendor Name:		Purchase Order Number:	
Vendor Address:		Commodity or Service Covered by Complaint:	
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 and/or installation		Unsatisfactory or improper packaging
OTHER			
	Excessive billing discrepancies Invoice # _____		Unsatisfactory service response
	Quantity delivered less than ordered		Other:
	Quantity delivered in excess of order		
REMARKS: Give detailed explanation of complaint in space below, using reverse side if additional space is necessary.			
COMPLAINT INITIATED BY:			
Name:	Title:	Phone No.:	

Send completed forms to: A. U. Purchasing Department, 311 Ingram Hall.