

Have a concern with a vendor's performance?

- Vendor Complaint is a process to address complaints made against vendor(s) to address non-performance.
- The department will contact the vendor to address their concerns and seek a resolution. If you are unable to resolve it with the vendor, then a Vendor Complaint form needs to be completed and submitted through the portal on Procurement Management's intranet page along with all documentation, e.g. emails.
- Once submitted, Procurement Management staff will contact the department and vendor to provide an option for resolving and/or finalizing the Vendor Complaint

View contract document: [Vendor Complaint Form](#)