

**DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES
BUREAU OF PURCHASING & CONTRACTS**

CUSTOMER COMPLAINT

Use this form to advise the Bureau of Purchasing & Contracts of any problems experienced in the contracting/purchasing process. A written reply will be sent to the customer by BPC within 30 days of receipt of this form. Submit to: Bureau of Purchasing & Contracts, Neil Kirkman Bldg., Mail Stop 31, 2900 Apalachee Parkway, Tallahassee, FL 32399-0524, fax number (850)617-5115.

Vendor/Contractor Name & address:

Complaint submitted by:

Telephone: _____

Telephone: _____

Purchase Order/Contract #: _____

Date of Complaint: _____

NATURE OF COMPLAINT

A. ___ Delivery not made on schedule.

F. ___ Price discrepancy.

B. ___ Delivery not complete.

G. ___ Other problem with vendor / contractor.

C. ___ Unauthorized substitution/inferior quality.

H. ___ Problem with delivery driver.

D. ___ Damage to items.

I. ___ Problem with purchasing / contracting personnel in BPC.

E. ___ Failed to perform all required services.

J. ___ Other

Please specify complaint: _____

Action requested: _____

BPC response: _____

By: _____

Date _____