

# Procurement Helpful Tips

## 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 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

Where to obtain the form:

<http://intranet.leegov.com/ProcurementManagement/SitePages/Forms.aspx>