

Contractor (CTR) Complaint Form



City departments should use this form to report any contractor performance complaints. To ensure that appropriate action can be taken, all complaints should be reported to Procurement Department as soon as possible.

Department Name: _____ CTR ID Number: _____

CTR Name: _____

CTR Address: _____

CTR City: _____ State: _____ Zip: _____

Date of Incident: _____ PO Number: _____

MODE OF COMPLAINT

Delivery

- | | |
|--|---|
| Delivery not made on promised date | Improper method of delivery or handling |
| Delivery made to the wrong destination | Delivery of damaged goods |
| Unauthorized delivery | Delivery made at an unsatisfactory hour |

Customer Service

- Sales representative was not helpful or denied service that was required by contract
- Customer service inquiries were not handled in a timely manner

Quality

- Quality of product/service is inferior
- Unsatisfactory and unauthorized substitute item delivered by vendor
- Unsatisfactory workmanship and/or installation
- Unsatisfactory or improper packaging

Other

- Excessive invoice/delivery slip discrepancies
- Unsatisfactory service response

Remarks: Please give a detailed explanation of the complaint in this section.

Preparer: _____ Date: _____

Please fill out new Contractor Complaint Forms for each subsequent complaint.

Send completed form to the Procurement Department at 121 S.W. Port St. Lucie Blvd., Port St. Lucie, FL 34984 or fax to

772-871-7337.

05/01/2020