Waco I.S.D. Purchasing Department

Vendor Complaint Form

When you have a problem with any of the vendors, as far as service, quality of product, deliveries, substitutions, unjustified price increases, excessive freight, etc., please fill out this form so that the District will have written documentation to possibly consider when making future awards.

Campus or Department:	Campus/Dept. Contact Name:
Campus/Dept. Phone:	Campus/Dept. Email:
Today's Date:	Time Frame of Problem:
Company:	Salesman:
Company Phone #:	PO#(s) for this purchase:

Problem or complaint: _____

_____

_____

_____

_____

Was the company contacted? ☐ Yes ☐ No

If yes:
Date the company was contacted: _____

Person that was contacted: _____

What actions were taken by the company, or representative of the company, to correct the problem?

_____

_____

_____

_____

_____

Was the problem handled in an appropriate and timely manner? ☐ Yes ☐ No

If No, please explain: _____

_____

_____

_____

_____

Please fax, email or mail to:

Sherry Smith
Fax: 254-755-9688
Phone: 254-755-9452
Email: sherry.smith@wacoisd.org