

Donna Independent School District Vendor Complaint Form

Evaluation of vendor performance is an important aspect of purchasing. Problems encountered by a particular school or department can be avoided by other District entities when these occurrences are communicated to the Purchasing Department.

Whenever problems are encountered with a vendor, (i.e., vendor fails to deliver certain items, delivery does not meet specifications, service, quality of product, deliveries, substitutions, unjustified price increases, etc.) it is important to document the problem. Please complete the following information and send a copy to the Purchasing Department preferably by email.

Date: _____ Campus/Department: _____

Name of Complainant: _____

Phone Number: _____ Email Address: _____

Vendor: _____ Vendor Phone Number: _____

Contact Person: _____

Problem or Complaint: _____

Was the company contacted? Yes: ____ No: ____ If yes, please specify:

Date contacted: _____ Person Contacted: _____

What actions were taken by the company to correct the problem?

Was the problem handled in an appropriate and timely matter? Yes: ____ No: ____

If no, please explain: _____

Please email complete form to Olga M. Noriega, Purchasing Agent at om.noriega@donnaisd.net for handling.