**Section 1120.5510 Complaints Against Vendors** **or Subcontractors**

a) The purpose of this Section is to document performance of vendors or subcontractors.

b) Whenever a vendor or subcontractor fails to meet contract requirements, including but not limited to failure to deliver on time or meet specifications, the IOC shall take appropriate action to initiate a complaint to the vendor or subcontractor.

c) For relatively minor infractions, the IOC may initiate contact by telephone or in person. If not resolved by this action, a written complaint should be made.

d) If the initial complaint is not satisfactorily answered, or for serious infractions, the IOC shall send a written complaint to the vendor or subcontractor detailing the problem. For complaints regarding contracts established by the CPO, a form available from the CPO shall be used for processing complaints.

e) A copy of all written complaints and the resolution or status shall be filed with the CPO.

(Source: Amended at 37 Ill. Reg. 3075, effective March 1, 2013)