**Section 1300.5510 Complaints Against Vendors** **or Subcontractors**

a) Whenever a vendor or subcontractor fails to deliver on time or meet specifications, or for other similar causes, the OAG shall initiate a complaint to the vendor or subcontractor.

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

c) If the initial complaint is not satisfactorily answered, or for serious infractions, the OAG will send a written complaint to the vendor or subcontractor detailing the problem.

d) A copy of all written complaints shall be filed with the CPO. Information regarding the resolution of the complaint shall also be filed.

(Source: Amended at 36 Ill. Reg. 11974, effective July 13, 2012)