**Section 1600.5510 Complaints Against Vendors**

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

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

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

d) For other infractions, the OLG shall send a written complaint to the vendor detailing the problem.

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