**Section 2000.5510 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 SOS shall take appropriate action to initiate a complaint to the vendor or subcontractor.

c) For relatively minor infractions, the SOS 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 SOS shall send a written complaint to the vendor or subcontractor detailing the problem. For complaints regarding contracts established by the CPO for DCMS, a form available from the CPO for DCMS shall be used for processing complaints.

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

(Source: Amended at 35 Ill. Reg. 4629, effective March 3, 2011)