

Boerne ISD Purchasing Department Vendor Complaint Form

When a campus or department encounters an issue with any of our vendors concerning service, quality of product, deliveries, substitutions, unjustified price increases, excessive freight, etc., please fill out this form so that the District will have written documentation to consider when making future awards.

Campus/Dept.:	Campus/Dept. Contact Name:
_____	_____
Campus/Dept. Phone:	Contact Email:
_____	_____
Today's Date:	Time Frame of Problem:
_____	_____
Company:	Salesman:
_____	_____
Company Phone #:	PO # (s) for this purchase:
_____	_____

Problem or complaint:

Was the company contacted: Yes No

If yes:

Date the vendor was contacted: _____

Person that was contacted: _____

What actions were taken by the company, or representative of the company, to correct the problem?

Was the problem handled in an appropriate and timely manner? Yes No

If No, please explain:

Please email to:

Eddie Ashley, Director of Purchasing
Email: eddie.ashley@boerneisd.net