

**State of North Carolina**

**Department of Administration**

**Division of Purchase and Contract**

**1305 Mail Service Center**

**Raleigh, NC 27699-1305**

 **Complaint to Vendor Form**

 Revised March 1, 2013

 Date: 

**Notice to Vendor:** This document is a formal complaint regarding your performance under the Contract identified below. You should take this complaint seriously and are directed to respond to the State agency or other entity that has made this complaint within 10 days, noting any additional information that is relevant, or disagreement with the information provided, and provide a plan of action to correct or otherwise resolve the issue or to ensure it does not reoccur.

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| **From**Agency or Public School Unit Address City, State, and Zip Code  By Title Phone Number  | **Subject**Purchase Order Number Dated  (Attach Copy)Commodity Number  Commodity School Buses Term Contract Number 070CBid/Quote Number  |
| **To (Vendor)**Name: Thomas Built BusesAddress: 1408 Courtesy RoadCity, State, And Zip Code: High Point, NC 27260Phone Number: 336-889-4871 | **To Vendor - Effect of Failure to Respond**Copy the Division of Purchase and Contract on your response. If vendor fails to respond within the 10-day period, the State Purchasing Officer may take administrative action resulting in adverse consequences to vendor, including removal from an existing contract, a lower performance evaluation or disqualification of a pending or future bid/proposal, or debarment for up to one year. The State Purchasing Officer may also take administrative action if vendor fails to complete any action plan described in its response. |

 **X** For Action Vendor Record Only

Describe the specific circumstances or conditions that are the subject of this complaint on the following page.

We have the following complaint: