ILLINOIS STATE POLICE DIRECTIVE
ADM-127, COMPLAINTS AGAINST VENDORS

RESCINDS:	REVISED:
ADM-127, 2015-066, revised 09-04-2015.	02-01-2022 **2022-023**
RELATED DOCUMENTS:	**RELATED CALEA STANDARDS (6th Edition):**
None	17.3.1

I.   POLICY

   The Illinois State Police (ISP) will provide a complaint system within the Department to correct vendor deficiencies and ensure contract specifications are met.

II.   AUTHORITY

   The state purchasing agent, or delegated representative, is vested with the legal authority and responsibility for assuring adherence to purchasing requirements. The state purchasing agent has the authority to resolve or arbitrate any contract deficiencies for those items purchased or authorized to be purchased.

III.   PROCEDURES

   III.A.   When a vendor fails to deliver goods and/or services on time or delivers items that the receiving cost center rejects due to the condition or failure to meet specifications, the cost center will prepare a Complaint to Vendor Form (IL 401-0091) and forward it to the Office of Finance (OOF), Agency Procurement Officer. Appropriate forms are available on the Illinois Center for Procurement Resources (ICPR) website.

   III.A.1.   If the cost center and vendor are able to successfully work through extenuating circumstances that change the specifications (e.g., acceptable extension of due date, receipt of items in partial shipments), the complaint form is not required.

   III.A.2.   However, the ISP and the vendor must execute an amended contract that sets forth the revised contract provisions. The amended contract must be in compliance with all current procurement codes, rules and guidelines.

   III.B.   The cost center will complete and send a Status of Complaint Form (IL 401-0200) to OOF every 14-calendar days following submission of the Complaint to Vendor Form until an adjustment is satisfactorily completed or the matter is otherwise resolved.

   III.C.   The cost center must submit a final Status of Complaint Form to OOF immediately after the vendor completes the adjustment.

Indicates new or revised items.

-End of Directive-