

# VENDOR COMPLAINT REVIEW PROCESS FORM

COMPETITION OR CONTRACT REFERENCE NO.

DATE:

BC Hydro Contract or Procurement Representative: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company/Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_

e-mail Address: \_\_\_\_\_

**Please provide the following information (attach additional information as necessary):**

1. Please provide a description of the complaint.
2. Please provide any background leading to the complaint (initial actions & BC Hydro response, relevant dates, and the actions of the parties).
3. Who at BC Hydro have you dealt with to date regarding the complaint (Name, title, phone number)?
4. Please describe any other action you have taken (debriefing sessions, etc).
5. Please describe the outcome that you seek.

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Complaints can be mailed to: BC Hydro, Office of the Chief Supply Chain Officer, Attention: Vendor Complaint Review Process,  
6911 Southpoint Drive, 18th Floor, Burnaby, B.C. V3N 4X8  
or e-mailed to: [VCRP@bchydro.com](mailto:VCRP@bchydro.com)

**Freedom of Information and Protection of Privacy Act**

This form is required to process your vendor complaint and the collection of personal information complies with the *Freedom of Information and Protection of Privacy Act*.

**To Be Completed by OCSCO**

Received date: \_\_\_\_\_

Received by: \_\_\_\_\_

VCRP Log #: \_\_\_\_\_

**BC hydro** 

FOR GENERATIONS