COMPLAINT FORM Regarding an OLG Procurement

Vendor’s Details:

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

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

 City, Province/State Country Postal Code/Zip Code

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

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

Contact Information: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 email Address Business Phone Cell Phone

Competition/Contract Information:

Competition/Contract Number (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Description of Goods/Services: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Have you raised your concerns with the designated procurement contact?

**[ ]**  Yes **[ ]** No **[ ]** I don’t know who to contact

Did your company bid on the contract?

**[ ]** Yes **[ ]** No **[ ]** The contract was awarded non-competitively.

If no, why not? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If your complaint is about a competitive procurement award, please indicate if you have requested a vendor debriefing meeting:

**[ ]** Yes **[ ]** No **[ ]** N/A

**Please attach a detailed description of the grounds for your complaint based on factual information. Include relevant dates and describe the actions of the parties involved.**

**(NOTE: The Dispute Resolution Process cannot be used if litigation has commenced.)**

Declaration: The information provided herein is to the best of my knowledge true, accurate and complete. The facts and grounds on which this complaint is based are not and have not been the subject of a proceeding in court.

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Signature Date

Completed forms and supporting documentation should be submitted by email to procurement@olg.ca or in hard copy, by hand, courier, or regular, registered or certified mail to:

Attention: Executive Director, Procurement

Ontario Lottery and Gaming Corporation

4120 Yonge Street, Suite 500

Toronto, ON M2P 2B8

Facsimile submission of complaints will not be accepted.