8.711 Quality complaints.

(a) When the quality of *supplies* or services received is unsatisfactory, the using activity *shall* take the following actions:

(1) For *supplies* received from DLA supply centers, GSA supply distribution facilities, or Department of Veterans Affairs distribution division, notify the supplying agency.

(2) For *supplies* or services received from AbilityOne participating nonprofit agencies, address complaints to the individual nonprofit agency involved, with a copy to the appropriate *central nonprofit agency*.

(b) When quality problems cannot be resolved by the AbilityOne participating nonprofit agency and the *ordering office*, the *ordering office shall* first contact the *central nonprofit agency* and then, if necessary, the Committee for resolution.

Parent topic: Subpart 8.7 - Acquisition from Nonprofit Agencies Employing People Who Are Blind or Severely Disabled