



Government of the District of Columbia
Department of Health
WIC State Agency

VENDOR COMPLAINT FORM REGARDING PARTICIPANTS

USDA has mandated that all WIC State Agencies have established procedures designed to control participant violations. Participant sanctions can be applied for participant violations and may include disqualification from the WIC Program for a period of up to one year. All vendor complaints lodged against participants are handled by the State Agency Vendor Manager, who along with the participant's local agency staff investigate the complaint and will impose sanctions when applicable.

DATE of Complaint: \_\_\_\_\_

TIME of Complaint \_\_\_\_:\_\_\_\_ (am / pm)

Participant's Information:

Participant's Name (Last, First) \_\_\_\_\_ WIC ID. #: \_\_\_\_\_

Name of Authorized Rep: \_\_\_\_\_ Name of Proxy: \_\_\_\_\_

Local Agency Name/Code: \_\_\_\_\_

Vendor's Information:

Store Name: \_\_\_\_\_ Store Address: \_\_\_\_\_

Store's Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

Store's phone#: \_\_\_\_\_

Witness(es) of Participant Abuse: (1) \_\_\_\_\_ (2) \_\_\_\_\_

Phone #s of Witness(es): (1) \_\_\_\_\_ (2) \_\_\_\_\_

Please check the appropriate participant abuse(s) that occurred in your store:

[ ] The participant was verbally/physically abusive to store personnel. Explain: \_\_\_\_\_

[ ] The participant tried to purchase foods not specified on the WIC check. Indicate Items: \_\_\_\_\_

[ ] The participant attempted to return WIC food/formula for cash or for non-WIC food items.

[ ] The participant did not understand check redemption procedures and refused to accept assistance from store personnel.

[ ] The participant tried to redeem WIC checks outside the valid date(s).

[ ] Other: \_\_\_\_\_

STATE AGENCY FOLLOW UP

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

STAFF PERSON: \_\_\_\_\_

STATE AGENCY CORRECTIVE ACTION TAKEN: \_\_\_\_\_

LOCAL AGENCY CORRECTIVE ACTION TAKEN: \_\_\_\_\_

Store Managers can submit complaints by

- 1. Calling the State Agency at 202-442-9397
2. Contacting the State Agency via mail at info.vendor@dc.gov
3. Submitting a complaint through https://www.dcwic.org/file-a-complaint

This institution is an equal opportunity provider.