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 _____:_____ (a.m.-p.m.)**

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 the WIC 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 either call into the State Agency with the complaint, or mail, fax or email the complaint to: ATTN: Vendor Manager, WIC Program; 899 North Capitol Street NE, 3rd Floor, Washington, DC 2002; Fax: (202 535-1710 or email: info.wic@dc.gov

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