I. Vendor Management – Participant / Vendor Complaints		**PROCEDURE 1.002** Implementing Office: Community Health Administration (CHA) Revised September 2019
Approved by: _____ LaQuandra S. Nesbitt MD, MPH; Agency Director	**Review by Legal Counsel:** _____ Phillip Husband, Esq.; General Counsel	**Effective Date: 01/01/2016**

I. Authority	USDA
II. Reason for the Policy	**CFR § 246.8 (b) Non-discrimination - Complaints** **CFR § 246.12(o) participant parent/Caretaker, proxy, vendor, farmer, farmers' market and home food delivery contractor complaints**
III. Applicability	DC WIC State Agency and Local Agency Staff.
IV. Policy Statement	The State agency must have procedures to document the handling of complaints by participants, parents or caretakers of infant or child participants, proxies, vendors, farmers, farmers' markets, home food delivery contractors, and direct distribution contractors. Complaints of civil rights discrimination must be handled in accordance with §246.8(b).
V. Procedure for Vendor Complaint Against Participant	The following procedure must be followed by WIC Staff members concerning documentation of a vendor's complaint against a participant: 1. When a vendor contacts a WIC staff member to make a complaint either in person, in writing or by phone, a. Complete the **Vendor Complaint Form Regarding Participants (Appendix 1.002A)** on behalf of the vendor making the complaint, or b. Have the vendor complete the form c. If the vendor completes the form, provide instructions to mail, fax or email the form to: ATTN: Vendor Manager 899 North Capitol Street NE, 3rd Floor Washington, DC 2002 Fax: (202) 442-9367 info.wic@dc.gov

	2. All complaints must be reported to the Vendor Manager at the WIC State Agency 3. A copy of the Vendor Complaint Form should be kept in the participant's file and a second copy mailed, faxed or e-mailed to the State agency
VI. Procedure for Participant Complaint Against a Vendor	The following procedure must be followed by WIC Staff members concerning a participant's complaint against a vendor: 1. When a participant contacts a WIC staff member to make a complaint either in person, in writing, or by phone: a. Complete the **Participant Complaint Form Concerning Vendor (Appendix 1.002B)** for the participant making the complaint with the information provided, or b. If the individual completes the form, instruct the individual to mail, fax or email the form to: ATTN: Vendor Manager 899 North Capitol Street NE, 3rd Floor Washington, DC 2002 Fax: (202) 442-9367 info.wic@dc.gov 2. All complaints should be reported immediately to the Vendor Manager at the WIC State Agency 3. Complaints alleging discrimination on grounds of race, color, sex, age, handicap, or national origin should be sent to: USDA Director, Office of Adjudication and Compliance, 1400 Independence Avenue, SW Washington, DC 20250-9410 Or call (800) 795-3272 (voice) or (202) 720-6382 (TTY)
VII. Appendix	1.002A Vendor Complaint Form Regarding Participant 1.002B Participant Complaint Form Regarding Vendor
VIII. Reference	N/A