

Vendor Complaints

Process

Complaint Process

- Vendors are encouraged to report participants who try to return WIC food, buy unauthorized food, incorrectly redeem their WIC checks, or who are unwilling to follow WIC procedures

How to File a Complaint

- Call State Agency to file a complaint or fax the complaint Form to the State Agency
 - Provide the participants name
 - WIC ID number
 - WIC local agency
- Complete the complaint form and fax it to State Agency (Attachment#15)
- State Agency will conduct a follow-up investigation within two weeks of the complaint

Compliant Form



Attachment #15

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

VENDOR COMPLAINT FORM REGARDING PARTICIPANTS

Date of Complaint July 11, 2016 Time of Complaint 10:30 (a.m./p.m.)

Participant Information:

Name Davia Whitaker WIC I.D. 10101484 Local Agency code: 08/03
Name of Authorized Rep and/or PROXY: Barbara Brooks

Vendor Information:

Store Name: Complaint Store Contact Person: René Simms
Store Address: 123 Any Street SE Store Phone #: 202 678-1234
Witness(es) of Participant Abuse: (1) Debra Brooks (2) May Wheeler

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

The participant was verbally/physically abusive to store personnel. (Circle) Explain: The WIC participant was verbally abusive.

The participant tried to purchase non-WIC foods. Specify items: _____

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 their WIC checks outside the valid dates(s).

Other: _____

STATE AGENCY FOLLOW UP

Date: _____ Staff Person: _____

CORRECTIVE ACTION TAKEN: _____

Store Managers can either call the State Agency with this complaint on (202) 442-9397 or fax this complaint to (202) 535-1710. ATTN: Vendor Manager

This institution is an equal opportunity provider and employer

Complaint Process

- Participants can be sanctioned based on complaints
- Participant violations may include a warning letter and/or disqualification for a period of up to one year