



LOCAL AGENCY VENDOR COMPLAINT FORM

UTAH WIC PROGRAM

PO Box 141013 • Salt Lake City, Utah 84114-1013

Date of form completion: _____

COMPLAINANT

Name(s) of individual(s) making the complaint: _____

WIC Participant # and clinic # (if on the Utah WIC program): (Required) _____

Address of the above complainant: _____

City, State, Zip: _____

COMPLAINT AGAINST

Vendor Name: _____

WIC Vendor #: (Required) _____

Address: _____

City, State, Zip: _____

Statement by the complainant including date of occurrence, time, location, description of cashier and other employees that were involved, specific food items involved, communication that occurred, receipts, and any other relevant information. (attach statements made to this form)

Date of incident: _____ Time of incident: _____ Food items involved: _____

Description of incident (attach statements) _____

Complainant Signature _____

Date _____

If the complaint involves low inventory of a WIC food commodity, did the participant/proxy inquire about the product at customer service?
Yes _____ No _____

If the complaint involves the participant ID Card/Voucher Packet, did you examine the packet for any alterations?
Yes _____ No _____

Any action taken by local agency/clinic if any: _____

Local Agency/Clinic Staff Signature _____

Title of Staff Person _____

Local WIC Agency Clinic Name & Number _____

LOCAL AGENCY VENDOR COMPLAINT INSTRUCTIONS

COMPLETE this form to report any alleged or observed violations by authorized vendors. Documentation must include specific names and details. Anonymous or non-specific information may be inadequate for an investigation to proceed or to apply warnings or sanctions. Examples of violations to be reported on this form include the following:

The Vendor:

- Allows non-WIC food purchases with WIC food instruments
- Is rude to or discriminates against WIC participants/proxies
- Charges WIC participants more than other store customers
- Is involved in a fraudulent or non-fraudulent complaints

The Vendor

- Allows credit or sets up accounts using WIC food instruments
- Returns money to WIC clients during any transaction
- Has low inventory in a WIC food commodity
- Is suspected of trafficking

DO NOT COMPLETE this form to report general inquires from vendors regarding routine issues that involve simple clarification. Examples of routine issues which should NOT be reported on this form include the following:

- Requests for vendor application
- Food instrument validation or reimbursement
- Inquires regarding authorization of WIC foods, requests for infant formula without iron, etc.
- Any non-specific or general type of inquiry