

New Hampshire WIC Policy & Procedure Manual

Chapter 1 VENDOR MANAGEMENT

Participant Notification of Vendor Complaint

Purpose	To provide participants with an opportunity to file a complaint against a vendor when needed.
Policy	All local agencies shall provide participants a method to report vendor complaints.
Authority	
Procedures	<p>The State Agency will provide each local agency with a Vendor Complaint Form (see Attachment 2.1) to be completed on behalf of a participant requesting to file a complaint against a vendor. Typical complaints include:</p> <ul style="list-style-type: none">• Lack of inventory• Unfair or rude treatment by store personnel <p>Any local agency staff can assist a participant with filing a complaint. Participant information on the complaint form remains anonymous and is not shared with the vendor. All forms shall be submitted to the State Agency within 48 hours of receipt by the local agency. Local agency shall retain a copy of all complaints filed with the State Agency.</p> <p>The Vendor Manager will investigate the complaint and resolve any issues with the vendor. The Vendor Manager will follow up with the local agency after the investigation is completed. Any participant education required will be completed by the local agency.</p>
Exceptions	None