



Georgia Department of Public Health

Initiating and Handling Complaints

Presentation to: Vendor Advisory Forum

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We Protect Lives.

Complaints

A complaint is an expression of dissatisfaction made to an organization, related to its products or services.

- Complaints filed against Participants
- Complaints filed against Vendors



- As a WIC vendor, you have the right to file a complaint against a WIC participant.
- Participant Rights and Obligations are listed on the back of their WIC Program Identification Card.

Department of Public Health Georgia WIC Program

RIGHTS AND OBLIGATIONS

1. The rules for signing up and taking part in Georgia WIC are the same for everyone, regardless of race, color, national origin, sex, age, or disability.
2. You may appeal any decision made by the WIC clinic about your eligibility for WIC or disqualification from WIC by asking for a fair hearing.
3. The WIC clinic will give you information about food that is healthy for you. Health service referrals are also available to you. The clinic would like you to use these services.
4. Information on your WIC form will be used to review WIC services and tell us how many people are on WIC.
5. The food you get from WIC is only for WIC participant(s).
6. You may be taken off WIC if:
 - You do not tell the truth about eligibility criteria.
 - You get vouchers from more than one (1) WIC clinic at the same time.
 - You do not keep your certification appointments. (Rescheduling WIC appointments may take from 7 to 20 days depending on the clinic schedule).
 - You do not get your vouchers for two (2) months in a row.
 - You sell or trade your WIC vouchers or WIC food for money or any product, good, or service not authorized by the Georgia WIC Program.
 - You use your vouchers to buy food that is not on the authorized WIC food list.
 - You exchange your WIC food items after purchase for any item(s) not listed on the voucher.
 - You use abusive language with WIC clinic staff, store clerks, or managers.
 - You are physically violent with WIC clinic staff, other WIC clients, or store personnel.
 - You threaten clinic staff, state staff, store manager or cashiers and/or security in the clinic. Your threat will lead to possible termination or you losing the privilege of coming to the clinic. If you lose that privilege, a proxy will act on your behalf for your child.
 - You solicit other participants to violate program rules, including the selling of their vouchers.
 - You commit any crime in the WIC clinic or on the grounds of the clinic.
 - Your designated proxy engages in any of the listed items in #6 above.
7. If you do not keep your appointments, the number of vouchers issued to you or your child(ren) will be reduced.
8. A proxy cannot provide services for more than two families.
9. Lost and destroyed/stolen vouchers will not be replaced.
10. The WIC program does not participate in home delivery of WIC foods. If you or your proxy participates in such activities, you will be terminated from the program.

Common Complaints from Vendors

- WIC Participants
 - Attempting to purchase foods not approved by WIC
 - Causing store disruptions
 - Threatening or verbally abusive towards cashiers
 - Inappropriate use of food instruments (using before first day of use or using after last day to use)
 - Sale of WIC items obtained through WIC (i.e. formula)
 - Altering food instruments

Common Complaints from Participants

- WIC Vendor
 - Poor customer service
 - Failure to offer program participants the same courtesies offered to other customers
 - Did not allow authorized WIC food
 - Failure to allow coupons or other promotional specials
(e.g. Buy one, Get one (BOGO))
 - Failure to maintain required minimum stock

Discriminatory Complaints

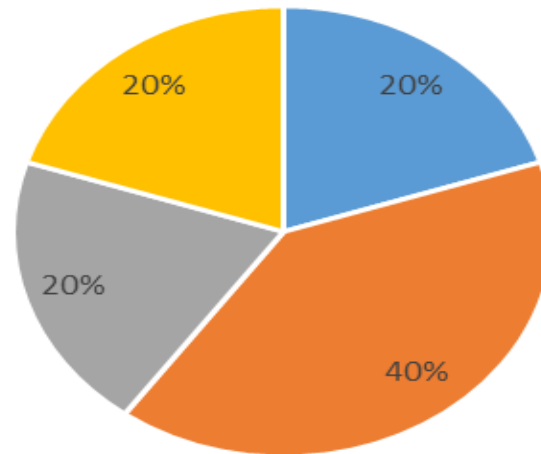
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To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice).

Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish)

Vendor Performance at a Glance FFY 2016 Quarter 1

Total Participant Initiated Complaints - 5



- Issue with Register Recognizing WIC Approved Foods - 1
- Customer Service - 2
- Substituting WIC Approved Food Items - 1
- WIC Voucher Returned to the Participant in Error - 1

Complaint Reporting Form

- Please provide all pertinent information
 - Time, date, and place
 - The WIC Participant involved
 - Details of the incidence (describe as clearly as possible)

Vendor Management Complaint Form

Type of Complaint: ☐ Vendor ☐ Participant/Proxy
☐ Civil Rights/Discrimination ☐ Other _____

Complaint Made By: ☐ Vendor ☐ Participant/Proxy
☐ Individual ☐ Local/State Employee
☐ Anonymous (circle one)

Name: _____ Phone number: _____

Address: _____ Date Occurred: _____ Date Received: _____

Complaint Against: (Select Appropriate Box and Complete the Information)

☐ **Vendor Name:** _____
Vendor Address: _____
Vendor ID # _____ Phone Number: _____

☐ **Participant/Proxy/Individual Name:** _____
Address: _____ Phone Number: _____

☐ **Local/State Employee Name:** _____ Title: _____
Address: _____ Phone Number: _____

Nature of Incident/Complaint*: _____

Contacts

- If WIC participants are not complying with program guidelines or demonstrating adversarial behavior, please notify the GA WIC Office of Vendor Management.

Phone: 404-657-2900

Email: wic-vendor.relations@dph.ga.gov

Customer Service Hotline: 1-866-814-5468 toll-free in GA

Fax: 404-651-6728

Contact Hours: 8:00 am - 5:00 pm EST; Monday – Friday

Complaints/Compliments

- Your feedback will help provide opportunities for improvement and allow the Vendor Relations Team to appropriately address your concerns.



Questions

