

## Complaints Against Vendors

- I. When anyone makes a complaint, the individual should be asked to put the complaint in writing and sign the complaint.
- II. The VISION system Customer Service Log is the primary location to document complaints made by participants against vendors. VISION does not automatically notify the State WIC Office when an entry is made in the Customer Service Log. If assistance is needed from the state vendor coordinator, each entry in the customer service log must be accompanied by an email to the state vendor coordinator.
- III. The Local Agency Vendor Complaint Form should be used to write details of the complaint if the complaint is an alleged violation of the Utah WIC Vendor Agreement.
- IV. Local vendor coordinators should research and attempt to resolve minor complaints as appropriate. The vast majority of complaints are minor in nature, only requiring the local vendor coordinator to contact the store manager or supervisor by phone and discuss the situation.
  - a. These complaints should be documented in the VISION Customer Service Log and Vendor Log.
  - b. The discussion, including the details of the problem, name of the person contacted, resolution by the vendor, date and time of the conversation, should be documented in the vendor log.
- V. All complaints, written or oral, made to clinic or local agency personnel regarding potential or alleged vendor violations or fraud need to be submitted to the State Vendor Coordinator. Repeated minor offenses by the vendor that the local vendor coordinator has not been able to resolve should be reported to the State Vendor Coordinator. Other complaints, problems or questions for which the local vendor coordinator would like state assistance should also be forwarded to the State Vendor Coordinator.
  - a. An email from the local vendor coordinator, in combination with the customer service log should be used to inform the State Vendor Coordinator of the problem.

- b. Any written statements or complaint forms are to be attached to the email and included in the scanned documents in VISION.
  - c. Complaints related to EBT transactions should include the authorization number (that can be found on the receipt) involved.
  - d. Complaints concerning an individual cashier should include a name or a description of the cashier, date and time of incident, and details of the incident. Include any receipts that are available.
- VI. The Customer Service Log, complaint email, and written documentation must be documented appropriately so that the details of the incident can be used for specific investigative procedures, such as compliance purchases, to verify program violations and assign corrective actions or State Agency violation points and sanctions against the vendor. Complaints that are general and/or lacking detail cannot be properly investigated nor defended in the event of a Fair Hearing.