

Subject: FMNP Program Complaints

Item: FMNP Program Complaints

PURPOSE:

To establish procedures for the complaint process for the Farmers' Market Nutrition Program (FMNP) provided by the California Department of Public Health/Women, Infants and Children Division (CDPH/WIC).

POLICY:

- I. Local agency (LA) must inform WIC participants, farmers, and market managers how to report complaints relating to the FMNP. LA must document and report complaints received regarding the FMNP to CDPH/ WIC.

PROCEDURE(S):

- I. The LA must
 - A. Inform the participant, Market Manager, or farmer they have the right to file a complaint and how to report a complaint.
 - B. Assist the complainant in filing the complaint by interviewing the complainant on the following:
 1. Nature of the complaint. Refer to WPPM 510-40 for guidance if the complainant alleges or you suspect discrimination.
 2. Details of the complaint.
 - a. If the complaint is against an individual farmer at a market, the complainant should note the farmer's or business name, the market location, and date and time the problem occurred.
 - b. If the complaint is against a WIC participant at a market, the Market Manager or complainant should ask for the participant's I.D. number, name, WIC LA name, and note the date and time the problem occurred.
 - c. Interview a third party or other people, if possible, to determine whether the problem is widespread or occurred only once.
 - d. Complete the *FMNP Complaint Form* (WPPM 950-08) and forward to:
By email: WICABUSE@cdph.ca.gov
FAX: (916) 440-5575

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- e. Receive and keep on file confirmation from the CDPH/WIC that the complaint was received within five business days.
 - i. Follow CDPH/WIC staff guidance to follow-up on the complaint.
 - ii. Keep a copy of the complaint on file for 3 years.

AUTHORITY:

[7 CFR §248.7](#)

CROSS REFERENCE:

WPPM 510-40 Complaints of Discrimination

WPPM 950-08 Complaint Form