

POLICY:

The hard copy **Comment Form (WIC-16)** and **The WIC Shopper App** gives WIC applicants and participants the opportunity to make positive comments or complaints about Local Agency WIC clinics, clinic staff, vendors, vendor staff and/or WIC Program guidelines.

PROCEDURE:

A. The Comment Form (WIC-16)

1. A supply of the **Comment Form (WIC-16)** will be maintained in the waiting area of each Local Agency WIC clinic to be visible and accessible to all applicants and participants.
2. Completed forms will be mailed by the applicant/participant or the Local Agency WIC Clinic to:

*West Virginia WIC Program
350 Capitol Street, Room 519
Charleston, WV 25301-3717*

3. The **Comment Form (WIC-16)** is also available on the West Virginia WIC website: <https://dhhr.wv.gov/WIC/formsmaterials/Pages/WIC-Comment-Form.aspx>
 - a. Completed forms will be emailed to DHHRWIC@wv.gov or mailed to the address above.

B. The WIC Shopper App

1. WIC Participants who download the **WIC Shopper App** can electronically send information to the State Agency.
 - a. **“Rate or give feedback”** allows participants to send positive comments of any kind or complaints to the State Agency.
 - b. **“I couldn’t buy this!”** allows participants to send product descriptions and UPC information to the State Agency for products that are not currently in the Approved Product List (APL).

C. Problem Investigation and Resolution

1. The State Agency will process comments upon receipt to determine if any action by the Local Agency is not in compliance with policy or is of a discriminatory in nature.

2. The State Agency will notify the Local Agency regarding information about alleged problems and action, if any, toward problem resolution.
3. The identity of every individual who completes a form will remain confidential **except** to the extent necessary to carry out the investigation.

D. Civil Rights Complaints

1. See **Policy 1.08 Civil Rights**.

REFERENCES:

1. WIC Nutrition Services Standards, Standard 2 Clinic Environment and Customer Service
2. WIC Nutrition Services Standards, Standard 16 Quality Improvement.