

8. VENDOR COMPLAINTS AGAINST A PARTICIPANT

WIC customers who do not follow WIC policies and procedures, or who are suspected of committing fraud or abuse should be reported to the WIC Program immediately. When reporting incidents of WIC customer noncompliance, or to file a complaint against a WIC customer, vendors should fill out and submit a Hawaii WIC Vendor Complaint Form V-001 to the WIC Program

Complaint forms should be faxed to (808) 586-8189, or mailed to:

**WIC Vendor Management Unit
235 South Beretania Street, Suite 701
Honolulu, Hawaii 96813-2419**

Use of the complaint form will help expedite the processing of the complaint. If additional information is available (i.e., copies of WIC checks, statements of witnesses, etc.), please attach them to the complaint form. Complaint Forms may be obtained from the WIC Vendor Management Unit or online at:

health.hawaii.gov/wic/files/2017/01/WIC-VENDOR-COMPLAINT-FORM.pdf

