

**SECTION: Farmers' Market Nutrition Program**

**SUBJECT: FMNP Program Complaints**

**ITEM: FMNP Program Complaints**

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## **Policy**

Local agency (LA) shall document and report complaints relating to Farmers' Market Nutrition Program (FMNP) from WIC participants, authorized farmers, or market managers to the State WIC Program.

## **Required Procedures**

The LA shall:

- I. Inform the participant, Market Manager, or farmer they have the right to file a complaint.
- II. Interview the complainant who initiated the complaint on the following:
  - A. Nature of the complaint. Refer to WPM 510-40 for guidance if the complainant alleges or you suspect discrimination.
  - B. Details of the complaint
    1. 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.
    2. 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 local agency name, and note the date and time the problem occurred.
    3. Interview a third party or other people, if possible, to determine whether the problem is widespread or occurred only once.
    4. Complete the "FMNP Complaint Form" in Appendix 950-08 and forward it to:

CA Department of Public Health  
Women, Infants & Children  
Business Integrity Section  
3901 Lennane Drive  
Sacramento, CA 95834  
By email: WICABUSE@cdph.ca.gov  
By FAX: (916) 440-5575

5. Receive and keep on file confirmation from the State WIC Office that the complaint was received within five business days.
  - a. Follow State WIC Office staff guidance to follow-up on the complaint.
  - b. Keep a copy of the complaint on file for 3 years.

## **Authority**

7 CFR parts 15, 15a and 15b  
7 CFR 248.7