

# 😊 Job Aid: How to Enter A Complaint

## Chapter 8: Operations Management Lesson: Complaints

Start this process in: **Operations Management → Compliance → Complaints**

### Field Descriptions:

“Against” means the person who committed the alleged violation.

“Complaint Date” means the date that the incident took place, *not the date that the complaint was entered.*

“Complaint Source” means the person who is making the complaint.

“Description” is where you describe what happened to the complaint source.

- This field is limited to 8 or 9 lines so first select from the “issues” drop down and use this space to enter any additional information.

“Referral” means the staff person who will be following up on the complaint.

“Action Taken” means the actions taken to follow up on the complaint.

“Issues” is a drop down menu where you select the “issue” that best describes the situation.

- If you have more than one issue, click on the “Insert” icon to add more.

If Complaint is Against:	TWIST Process
Vendor	Select “vendor” from “against” drop down menu → Select the name of the vendor from the “Vendor” drop down menu → Enter the complaint date → Click in the “Complaint Source” circle of who is complaining → Complete their information → Choose the applicable “issues” from drop down → Enter a description of what took place → Enter the name and information of the store staff involved in the incident → Save → Click on the “Referrals” tab → “WIC State Agency” from drop down menu → In the “Staff” drop down, select the “ <b>State Vendor Complaint Expert</b> ” → If you have taken action on this complaint, enter the information in the “Action Taken” section → Save.”
Client	Select “client” from “against” drop down menu → Enter the WIC ID for whom the complaint is against → Enter the complaint date the incident took place → Enter the complaint source information → Enter a description of what took place → Choose the applicable “issues” from the drop down menu → Have you completed all the information? → Save → Click on the “Referrals” tab → Select “WIC State Agency” from drop down menu → In the “Staff” drop down, select the “ <b>State Compliance Coordinator</b> ” → If you have taken action on this complaint, enter the information in the “Action Taken” section → Save.”
Local WIC Staff	Do not enter into TWIST. Refer directly to your local WIC Coordinator.
State WIC Staff	Do not enter into TWIST. Refer directly to the State Program Manager

Farmer	<p>Select “farmer” from “against” drop down menu → Enter the complaint date → Select the name of the farmer from the “Farmer” drop down menu → In the “Market” drop down, select “farmstand” or the name of the market where the farmer was selling on the day of the incident → Enter the complaint source information → Enter a description of what took place → Choose the applicable “issues” from the drop down Have you completed all the information? → “Save” → Click on the “Referrals” tab → Select “WIC State Agency” from drop down menu In the “Staff” drop down, select the “<b>State Compliance Coordinator</b>” → If you have taken action on this complaint, enter the information in the “Action Taken” section → Save.”</p>
Farmers’ Market	<p>Select “market” from “against” drop down menu → Enter the complaint date → Select the name of the market from the “Market” drop down → Enter the complaint source information → Enter a description of what took place → Choose the applicable “issues” from the drop down → Have you completed all the information? → “Save” → Click on the “Referrals” tab → Select “WIC State Agency” from drop down menu → In the “Staff” drop down, select the “<b>State Compliance Coordinator</b>” → If you have taken action on this complaint, enter the information in the “Action Taken” section → Save.”</p>
WIC Program (The complaint is against the Program in general, not a specific staff person)	<p>Select “Program” from the drop down menu → Enter the complaint date → Enter the complaint source information → Enter a description of what took place → Choose the applicable “issues” from the drop down → Have you completed all the information? → “Save” → Click on the “Referrals” tab → Select “WIC State Agency” from drop down menu → In the “Staff” drop down, select the “<b>State Program Manager</b>” → If you have taken action on this complaint, enter the information in the “Action Taken” section → Save.”</p>
Local Agency (The complaint is against the agency and not a specific staff person)	<p>Select “Local Agency” from the drop down menu → Enter the complaint date → Select the name of the local agency that the complaint is against from the “Agency” drop down → Enter the complaint source information → Enter a description of what took place → Have you completed all the information? → Save → Click on the “Referrals” tab → Select “WIC State Agency” from drop down menu → In the “Staff” drop down, select the “<b>State Compliance Coordinator</b>” (the complaint will be processed and forwarded to the LA Coordinator) → If you have taken action on this complaint, enter the information in the “Action Taken” section → save.”</p>
Other  (Anyone other than mentioned above)  eg., Landlord or store security	<p>Select “Other” from the drop down menu → Enter the complaint date the incident took place → Enter the complaint source information → Enter a description of what took place → Have you completed all the information? → Save → Click on the “Referrals” tab → Select “WIC State Agency” from drop down menu → In the “Staff” drop down, select the “<b>State Compliance Coordinator</b>” → If you have taken action on this complaint, enter the information in the “Action Taken” section → “Save.”</p>