

Complaint Log

Date	Time	Phone #	Patient Name	Notes	Initials
	1:54				LW
	9:13			Unhappy with the way business is run	MB
	9:10			Purchased an ounce of Afgan Skunk on about 8/9 for \$350 went back on 9/11 and purchased an ounce of Afgan Skunk and the price went up to \$450 and they only had 1/2 of what they said they would have put aside for him and he has an hour commute.	LW
	1:25			Unhappy with running out of product. Transferred to a different dispensary.	MB
	8:00			Unhappy with the product. Transferred to	MB
	15:00			Running out of product and product isn't very good - transferred to	LW
	11:27			Over 100 seeds in product, reimbursed only 1/8 when more than that was in seeds. A lot of immature seedy product. Unhappy with	MB
	2:45			Called to find out if they had the strain for her 8 yr old son and if they would take him on as a patient, was informed that they would indeed take him as a patient. Called back after I called to verify they were taking him and she was told that they don't take minors. Upset that the employees don't know the protocols and procedures and that she was given the wrong information the first time she called.	MB
	8:42			Him and his wife are patients. won't let him into the dispensing room with his wife any more. He indicated previously that he was allowed into the dispensing room but	LW
	13:54			"I called the where I am registered and I found out that they are NOT available by appointment as their website states. Not only can't I pick up my monthly supply on October because they are open but I was informed that I have to wait to because they are closed on for patients. I would have never selected this dispensary had I had this information previously. I am very upset that I cannot receive my medication and the extra wait days may cause my condition to regress."	LW
	10:06 AM			called to report that on several occasions, he has called about a week ahead of his appointment and asked to set aside a certain strain that he will pick up at his appointment. He stated that assures him they will set it aside for him. He then calls in to make sure it's there, and they advise him that they do not have any left. He is upset that they keep telling him they will hold product aside for him, and then he gets there and they have not done so.	CG
	11:00 AM			called to log a complain about She is currently registered with another dispensary but was looking to switch and when she called to get some information she was very unhappy with how unprofessional they were and could not answer any of her questions, such as what strains they have available and what chemicals they use on products.	CG
	8:30 AM			called in very unhappy, she advised that has barely any flower product available right now, and that should not be allowed to happen. Her doctor gave her a choice between opioids and marijuana, so for them to run out of her medicine is unacceptable. She advised they have barely had any flower available for over 2 months now, and they are now limiting patients to a quarter of an ounce per visit and they will not save any for her. This is her medication, and this should not be able to happen.	CEG
	10:24 AM			Hemp russet mites on clones. Will follow-up with patient after investigation. 9lb hammer clones purchased in Aug/Sept	LW

Complaint Log

Date	Time	Phone #	Patient Name	Notes	Initials
	7:30			Patient called to say that he purchased 10 seeds from [redacted] and they were all "junk", when he talked to [redacted] they said they wouldn't "back" the purchase because it is out of their hands once the product leaves the door.	MB
	2:00			Product is harsh and seedy. [redacted] told him to email a photo of the seed pods and the product 3 weeks ago but [redacted] has not heard back from the Dispensary in regards.	MB
	2:25 PM			[redacted] spider mites and mold on clones. [redacted] purchased a year ago. Knows a patient [redacted] that purchased moldy flower 3 months ago. [redacted] now available in clones)	LJW
	10:25 AM			switched to [redacted] society, and since she has gone there none of the pens/cartridges work. She keeps telling them they do not work and when they bring her a new one, that also doesn't work. She keeps leaving them messages to address the problem but has not heard back yet.	CEG
	12:11 PM			Pen issues and scheduling issues. [redacted] told her that she would receive a new pen by delivery on Thursday. She was calling for a delivery time and did not receive a call back. I called [redacted] and he is going to contact the patient regarding her delivery.	LJW
	2:05 PM			[redacted] called to advise she is very dissatisfied with [redacted]. She advised they at first forgot to deliver her the clones to her, and then when she called and confronted them, they delivered them and they were of very poor quality. She said she keeps threatening to call Waterbury and report the problems she's having to us and she feels like now they treat her badly and lie to her. She advised they told her they did not have any Cush plants but then they did have some. She feels they are also lying to her about not having any seeds and she does not trust they are telling her the truth.	CEG
	10:36 PM			"They always put the products that cost the most to me, no sale items or promotions ever. Not even letting me know that if you sign up and buy, you can get points towards things. Sold me a vaporizer that wouldn't work with the battery I have to purchase one from them. I have met someone who goes there and they get all the deals and promotions but not me.. its not like this in Colorado nor Washington D.C. Everyone gets the deals and its known up front."	KE

Date	Time	Phone #	Patient Name	ID #	Notes	Call taker Initials
		Dispensary				
	13:10 hrs		[REDACTED]		Tincture side effects: higher blood pressure, loss of memory, increased urination, depression, slight increase of seizures, tired, falling asleep during the day which resulted in nighttime sleeping issues. No tracking sheet provided.	LW
	07:12 hrs		[REDACTED]		E-mail received: "I am in the Vermont marijuana registry, and I utilize the [REDACTED] Dispensary. I have suggested a few times to them some strains that work well for me in the hopes that they would grow them, they have not taken up my suggestions yet. Can you bring some help to this situation? The strains that I have suggested to them include: Juicy Fruit, Aurora Indica, God Bud, and Blackberry Kush. The [REDACTED] dispensary grows White Rhino which works well for me, however it is not always available, and it is always good to use variety so as not to build up a tolerance."	LW
	13:40 hrs		[REDACTED]		Your dispensary has had serious ongoing inventory problems which have affected my access to medical marijuana to treat my medical condition. This problem has been going on for quite some time and it seems to be continuing and worsening. I wrote to your manager, [REDACTED], on [REDACTED] and reported to her that I was completely out of medical marijuana, and once again suggested to her strains that I know work for my condition. At that time she said that White Rhino would be available in later January and that she had her managers approval to set aside one-half ounce for me. Now today I come to find out that you can only set aside one-fourth ounce of White Rhino for me. How can such a supply problem be allowed to continue for so long? We understand that you have accepted many new customers and that is a part of your supply problems. What about your long standing customers? Should they be impacted as a result of you growing your customer base? Shouldn't you have increased your inventory prior to growing your customer base? When will your inventory come into balance with your customer's needs? What if the local pharmacy did not have and keep on hand enough prescription meds for patients who are being treated for diabetes, or arthritis, or (fill in the blank)? Do you realize the impact and stress you are causing me and your other customers? Please note that I have written to you managers [REDACTED] for about a year and-a-half making suggestions for strains that I know work for me, and I can provide you copies of this correspondence if you wish. I need strong indica strains such as White Rhino, God Bud, X-4, Big Buddha Cheese, Grand Daddy Purple, Alien Dawg, Juicy Fruit, Aurora Indica, and Blackberry Kush. I request that you respond to my questions and concerns. I have an appointment on [REDACTED] and I expect you to fulfill the promise made to me by your manager [REDACTED] in addition, I requested and need 6 grams of Indica Hash. We are fortunate to live in a state that recognizes the need for medical marijuana for treating certain conditions of it's citizens. Now it is time for you to do your part in fulfilling the needs of your medical customers. (email to [REDACTED] Lindsey and Gov Shurnlin)	LW
	13:15 hrs		[REDACTED]		Since October has been getting told that she has to wait for product to grow, should be ready by end of November, then end of December, then the end of January. Frustrated that the product that works for her has not been in stock for months. They don't have the strains that work for her. Out of 15 strains, only 2 or 3 work for her. Worker said would hold 1/2 ounce of different product for her appointment on [REDACTED] but then told her when she called to re-schedule appointment and confirm appointment that they no longer were able to sell her the 1/2 ounce they were holding for her and that she was only able to purchase 1/8 ounce at a time. And now they will never have the strain that works for her because it is too hard to grow. [REDACTED] Strain is [REDACTED] Product used to be moist and "big" now product is small and dry, turns to "dust"	MB
	08:57 hrs		[REDACTED]		Had an appointment card that specified [REDACTED] as his appointment date. Arrived at [REDACTED] to find out they were closed. Never received a reminder call until he arrived back home and the reminder call said his appointment was scheduled for [REDACTED] (the next day). [REDACTED] does not have product for "old or existing" patient. They are giving it to the "new" patients. They [REDACTED] shouldn't be allowed to have more patients designate them if they don't have the supply and product for the current patients."	MB
	13:17 hrs		[REDACTED]		[REDACTED] system of dispensing clones. Mildewy clones. Ragged scraps. Don't grow.	MB
	1:422 hrs		[REDACTED]		[REDACTED]	DM
	08:07 HRS		[REDACTED]		[REDACTED] too crowded (too many patients), [REDACTED] no longer lets patients know when a limited reserve is available, never gets a call back. Does not get a warm fuzzy welcoming feeling from the employees. The State is allowing too many people to sign up for the registry/[REDACTED] A lot of people selling the dispensary product on the street. Only 2 kinds of marijuana available. Points system is a crock, the dispensary will end up getting sued over this and not everybody wants to get a t-shirt saying where they get their product/advertise for the dispensary.	MB
	5:45 hrs		[REDACTED]		1/4 oz bags with sticks, rec'd 2 1/8ths instead but now won't let him do that, cutting tops of the buds off (the best part), messing with the product, charging too much for the quality of the product, messing with peoples medicine.	MB
	09:15 hrs		[REDACTED]			MB

		CG	<p>called and advised he is very upset with [REDACTED]. He has found Sour Curi, which works well for him and when he arrived at [REDACTED] for his recent appointment [REDACTED] advised him that they are out of the product and will not have anymore for 90 days. He said [REDACTED] advised that with the restrictions that DPS puts on them, they are unable to meet the demand needed for some products. He is upset because he depends on the product as a medicine, and it is unfair to patients who need these products for them to not have it available.</p>
	11:00 AM		<p>[REDACTED]</p>
MB	15:45 hrs		<p>called and advised it's unfair that the dispensary should be able to charge outrageous prices compared to the rest of the country. She also advised that [REDACTED] is very unprofessional, she keeps being told she will get a call back and then no one calls her back. Called twice in 2 weeks for specific product, was told it was available, shows up to appointment and the product is not available. Help is changing and he's not impressed with the help.</p>
LW	2:50 PM		<p>Quality assurance and quality control. In CA for instance MMJ is sent through a clearing house for QC. Need clearer products. Third party testing needed. [REDACTED] much more knowledgeable than [REDACTED] and [REDACTED]. More issues with [REDACTED] than [REDACTED]. Switching back to [REDACTED].</p>
CEG	8:30 AM		<p>called very upset, advised the clones she just received from [REDACTED] died as soon as she got home and when she called [REDACTED] to report this, she advised she was told that there was nothing they could do as they don't stand behind the product once it's left their premises. She advised she spoke to the woman there who "hands out the clones" and the employee advised her that they have had numerous complaints about those clones. [REDACTED] also advised that she used her Debit Card to make the purchase for the first time ever, and it charged her an additional \$7.75 that they did not inform her about.</p>
LW	1:51 PM		<p>immature plants were provided to [REDACTED] and [REDACTED] will be harvested in the next two weeks. Possible location Harvesting today. [REDACTED] Three months ago.</p>
LW	10:49 AM		<p>Irresponsible; high CBD good for sleep, anxiety, inflammation; Capsules, accounting mistakes up to \$150 discrepancy in [REDACTED] Skinny Kid with [REDACTED] is a patient himself, looked in to it and he realized they did not over charge him \$150; not able to identify more private booth, need to change the curtain to something with substance, edibles need to have CBD labeled, balanced bit 10:1 (CBD:THC), no edibles with high CBD, Queen City concentrate (RSO) high THC, Doesn't know dosing guidelines, didn't receive \$50 coupon for receiving card last year or the first year. Indica 10mg sour Kush capsules wants high CBD in product but product doesn't have CBD labeled on it. Wants high CBD and low THC lozenge.</p>

Complaint Log

Date	Time	Phone #	Patient Name	ID#	Notes	Call taker initials
	N/A				Product has gone downhill	MB
	12:45				Dissatisfied with product selection, barely anything is available, not offering seeds or clones	MB
	3:30 PM				Extremely dissatisfied with product, burned his throat. He advised what he purchased was not what it is supposed to look like and he cannot use such poor quality product. He thinks the state should regulate the quality of the product dispersed. Stated the Lemon Haze strain he purchased looked extremely amateur.	CG
	1320 hrs				product is old, didn't work for the symptoms. When he mentioned it to them they told them if he didn't like it to go somewhere else. They weren't professional. They were rude about it.	
	n/a				refusing him an appointment. He's not getting return calls or emails for 1-2 weeks. told him not to email because they don't get them even though their website says to email for an appointment.	
	n/a				prices are too high. No sliding fee scale. No dispensary close to her. telling her that the State (the VMR) mandates their prices.	
	12:20 PM				Called to advise that he has to switch dispensaries because he was so displeased with the flower product that provided him with. He advised when he smoked the flower, it tasted and smelled like a the by product of the chemicals that they were using on it. He also advised his displeasure that policy is that once a package is open, you cannot return it or get your money back whether you are dissatisfied with the product or not.	CG
	9:20 AM				As he is unable to speak clearly on the phone, his wife called for him to explain his complaint. has not had the product needs available for 3 weeks now. What they do have available, they have "cranked" the price up on, and what is available is so old and dry that it burns almost instantly without effect. They also advised that because it is so old and dry, it's not weighing what it is supposed to.	CG
	9:10 AM				called to see what he would need to do to switch dispensaries because never seems to have any of the Indica product that he needs for his medical issues. He said the lack of product is an ongoing issue for them.	CG
	10:45 AM				constantly out of product.	MB
	12:30PM				mean and nasty, hung up on patient trying to schedule delivery. Changing prices at stated she had to go to Canada and pick up more product. Patient doesn't know if they are receiving a delivery on or not. routinely does not provide an estimated delivery time.	LW

						<p>called and advised that [REDACTED] was unable to schedule him an appointment for 2 weeks. He advised that this is not timely access to his medication and he is not impressed. He said that when he called, the woman who answered the phone apologized that it's such a long wait, but that they are unable to handle the amount of patients that they currently have.</p>	CG
						<p>Quality assurance and quality control. In CA for instance MMU is sent through a clearing house for QC. Need cleaner products. Third party testing needed. [REDACTED] much more knowledge than [REDACTED]. Quality issues with [REDACTED] and [REDACTED]. More issues with [REDACTED] than [REDACTED]. Switching back to [REDACTED].</p>	LW
						<p>[REDACTED] called inquiring about how to change his dispensary. He advised that he is dissatisfied with [REDACTED] as they never seem to have the product he needs, and he advised that the cannot keep up with the demand of their patients.</p>	CEG
						<p>[REDACTED] called and advised she is unhappy with [REDACTED]. She advised that they have now made it so that Patients can now only purchase a maximum of 3.5 grams per appointment, and they will not dispense more than that. She is also displeased that they no longer schedule appointments on [REDACTED] or [REDACTED].</p>	CEG
						<p>[REDACTED] advised that [REDACTED] will only allow a patient to purchase 3.5g per appointment, only allows 1 appointment per week, and only has 1 strain available. The 1 strain available is a Sativa strain and they have no Indica strains available, which he prefers Indica.</p>	MB
						<p>[REDACTED] left a message over the weekend, stating that [REDACTED] frequently runs out of product and she would like to switch to a better dispensary. I have left a message for her to call the Registry with specifics.</p>	MB
						<p>[REDACTED] called to express his displeasure with [REDACTED]. He advised he calls them all the time and they never answer their phone, and he leaves several messages and they never call him back. He advised most times it takes him 5 or 6 tries to get in touch with someone at the dispensary to schedule an appointment, and they never return his messages. He also advised he is very displeased with the product they are put out, as he has had to return immature product several times. He feels that the employees there are not knowledgeable enough.</p>	CEG
						<p>2 weeks for appointments. [REDACTED] does not have management experience. No inventory. Weekly patient appointments during shortage, why is this allowed when I only go once every other month.</p>	LW
						<p>[REDACTED] called in to advise that we need to be doing customer satisfaction surveys, because none of the dispensaries are being run and managed how they should be. He advised he is going to try to schedule a meeting with the Commissioner.</p>	CEG

<p>16:35</p>	<p>Email</p>	<p>[REDACTED]</p>	<p>To Whom it May Concern,</p> <p>I have attempted to contact [REDACTED] several times about an issue I have with one of its products (malfunctioning oil cartridges it sells) but the company does not respond. Is there a customer complaint service that I can contact in order to resolve this matter?</p>	<p>LW</p>
<p>10:30</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>Small labels, THC levels lower over the past few months, should be able to get samples, knows he can switch dispensaries but didn't know [REDACTED] in [REDACTED] was open. [REDACTED] claiming testing data is false because the THC results are low. Wants at least 18% THC and the marijuana is probably only 10%. He can't read label to see what the THC percentage is. He believes the testing data is correct because the THC level is low. [REDACTED] claiming they have great marijuana but it is not. Ripping patients off since they opened. The state needs to do something because they are ripping off medical patients.</p>	<p>LW</p>
<p>11:45</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED] did not have the product she was looking for. In trying to find out when it would be available the customer service rep [REDACTED] was rude and eventually hung up on the patient. Patient stated that [REDACTED] has seemed disorganized and quality is worse than before. Has been a patient for a few years. Will likely switch dispensaries</p>	<p>KE</p>
<p>13:05</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>Feels like [REDACTED] is blowing her off. Left message, no call back. [REDACTED] said she would call her next week, but wouldn't take [REDACTED] order or schedule an appointment. Feels like they prioritize walk-in customers over delivery. "Why can't they hire a second delivery driver?"</p>	<p>KE</p>
<p>13:41</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>Ordered a clone last week and was told he could pick it up [REDACTED] Called on [REDACTED] and was told there were no appointments available</p>	<p></p>
<p>14:46</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED] didn't have any delivery appointments available. Feels like they need a second delivery driver if they can't serve all their patients</p>	<p>KE</p>



State of Vermont
 Marijuana Registry
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[phone] 802-241-5115
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Department of Public Safety

[REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]

NOTICE OF NON-COMPLIANCE

On [REDACTED] the Department of Public Safety performed an on-site assessment of [REDACTED] [REDACTED] for the purpose of determining compliance with 18 V.S.A. Chapter 86 and the Rules Regulating Cannabis for Symptom Relief. During the assessment, the Department discovered the following items not in compliance with the Rules:

- The Dispensary Personnel files of [REDACTED] were found to be incomplete, as they did not contain a job description or an employment contract, as required in Section 6.11.5.3 of the Rules.
- [REDACTED] was found to be serving a patient using an old ID card and old ID number, which did not have [REDACTED] designated as the patients registered dispensary, violating Section 6.1.11 of the Rules.
- A posting [REDACTED] advised of limited purchasing amounts of product available to patients, resulting in non-compliance with Section 5.9.1.2 of the Rules.

These items represent acts of non-compliance pursuant to Section 6 of the Rules Regulating Cannabis for Symptom Relief. The Department may suspend or revoke a dispensary's registration certificate for dispensaries found to have violated the provisions of Subchapter 2 of Title 18, Chapter 86 or the Rules governing the operations of a registered dispensary. Therefore, future like conduct will result in further enforcement actions including revocation or suspension of [REDACTED] registration certificate and/or revocation of registry identification card held by [REDACTED]

Per section 6.9.4 of the Rules Regulating Cannabis for Symptom Relief, the dispensary shall notify the Department in writing with a postmark date within 20 business days of the date of the notice identifying the corrective actions taken and the date of the correction.

Contact me with any questions regarding this matter.

Lindsey Wells
 Marijuana Program Administrator

Cc: Entity file



State of Vermont
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Department of Public Safety

NOTICE OF VIOLATION

On [REDACTED] the Department of Public Safety performed an on-site assessment of [REDACTED] for the purpose of determining compliance with 18 V.S.A. Chapter 86 and the Rules Regulating Cannabis for Symptom Relief. During the assessment, the Department discovered the following items in violation of the Rules:

- Pesticide usage in violation of the Agency of Agriculture, Food and Markets pesticide regulations;
- 110 instances of deliveries to 25 registered patient/caregiver's whose physical address was not transmitted to the Dispensary from the Vermont Marijuana Registry (VMR);
- Labeling of infused products did not contain the weight of marijuana contained within the product in grams or ounce units;
- Video Surveillance monitoring all areas containing marijuana. Alterations were made to the layout without communication to the VMR for assessment of safety and security;
- Trip Tickets did not contain all required information;
- Personnel files were not up-to-date. An employee, [REDACTED] did not have a personnel file available for inspection;
- The Dispensary failed to implement personnel policies and practices by not providing training addressing confidentiality; proper use of security measures and controls; and, how to respond to an emergency, including robbery or violent incident to each employee at the time of his or her initial appointment;
- Delivery records did not contain all required information.

These items represent acts of violation pursuant to Section 6 of the Rules Regulating Cannabis for Symptom Relief. The Department may suspend or revoke a dispensary's registration certificate for dispensaries found to have violated the provisions of Subchapter 2 of Title 18, Chapter 86 or the Rules governing the operations of a registered dispensary. Therefore, future like conduct will result in further enforcement actions including revocation or suspension of [REDACTED] registration certificate and/or revocation of registry identification card held by [REDACTED]

Contact me with any questions regarding this matter.

Courtney Gaboriault

Courtney Gaboriault
Administrative Services Coordinator

Cc: Lindsey Wells, Marijuana Program Administrator
Entity file

 VERMONT



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Department of Public Safety

Re: [REDACTED] Notice of Violation


This letter is to provide additional information related to the Notice of Violation dated [REDACTED]. One of the violations noted was pesticide usage. Pesticide operations did not appear to be in compliance with the regulations of the Vermont Agency of Agriculture, Food & Markets. Products, training, and storage requirements should be reviewed with that Agency to ensure compliance. [REDACTED] has until [REDACTED] to provide documentation that [REDACTED] has made contact with the Agency and provide a plan to comply with the Agency's regulations as they relate to pesticides. [REDACTED] has until [REDACTED] to provide documentation that all requirements pertaining to the Agency's pesticides regulations have been satisfied. Contact Cary Giguere at (802)828-6531 or Linda Bocouzzo at (802)828-6417 at the Vermont Agency of Agriculture, Food & Markets to address this violation.

Documentation of the corrective actions taken and the date of the corrections related to the following violations is due by [REDACTED]

- 110 instances of deliveries to 25 registered patients'/caregivers' whose physical address was not transmitted to the Dispensary from the Vermont Marijuana Registry (VMR);
- Labeling of infused products did not contain the weight of marijuana contained within the product in grams or ounce units;
- Video Surveillance monitoring all areas containing marijuana. Alterations were made to the layout without communication to the VMR for assessment of safety and security;
- Trip Tickets did not contain all required information;
- Personnel files were not up-to-date. An employee, [REDACTED] did not have a personnel file available for inspection;
- The Dispensary failed to implement personnel policies and practices by not providing training addressing confidentiality; proper use of security measures and controls; and, how to respond to an emergency, including robbery or violent incident to each employee at the time of his or her initial appointment;
- Delivery records did not contain all required information.

Failure to provide the requested documentation by [REDACTED] may affect the renewal of your registration certificate.

Contact Courtney Gaboriault with any questions regarding this matter.


Lindsey Wells
Marijuana Program Administrator

Cc: Courtney Gaboriault, Administrative Services Coordinator
Entity file

 VERMONT



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Department of Public Safety



INSPECTION NOTICE

On [REDACTED] Department of Public Safety personnel, Kyle Emerson and Lindsey Wells, performed an on-site assessment of the [REDACTED] location in [REDACTED] for the purpose of determining compliance with the requirements contained in Title 18 Chapter 86 and the Rules Regulating Cannabis for Symptom Relief. No violations were identified during this on-site assessment, specifically related to security requirements, ID cards for on-site employees, and product transfer trip tickets.

Based on the information reviewed during the on-site assessment, Mr. Emerson and Ms. Wells determined [REDACTED] was in compliance with Vermont law and Rules regulating the program.

Sincerely,

Kyle Emerson
Administrative Services Coordinator

Cc: [REDACTED], entity file



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Department of Public Safety



Re: [redacted] Site Assessment -- [redacted]

NOTICE OF ASSESSMENT

On [redacted], the Department of Public Safety Vermont Marijuana Registry staff, Lindsey Wells and Courtney Gaboriault, performed a site assessment of [redacted] located at [redacted] [redacted]. Pursuant to Section 6.9, of the Rules Regulating Cannabis for Symptom Relief, a site assessment was performed for the purpose of determining compliance with 18 V.S.A. Chapter 86 and Rules adopted by the Department. During the assessment operating documents were reviewed. These documents included oversight procedures of the Dispensary, personnel records, and procedures to ensure accurate and confidential recordkeeping, as required by 18 V.S.A. § 4474e(d) and Section 6.11 of the Rules.

As a result of the information reviewed during this site assessment, it was determined [redacted] was in compliance with 18 V.S.A. Chapter 86 and the Rules. No corrective actions are required at this time.

Please contact me with any questions regarding this matter.

Sincerely,

Courtney Gaboriault
Administrative Services Coordinator
(802) 241-5231
Courtney.Gaboriault@vermont.gov