



CUSTOMER COMPLAINT POLICY

A. BACKGROUND

This policy clarifies Workforce Snohomish expectations for prompt resolution of all customer concerns and complaints, including complaints regarding discrimination, outlines minimum expectations for coordination among partners and clarifies Workforce Snohomish's oversight role in the complaint system.

B. POLICY

All partners located at WorkSource Snohomish centers, affiliates or connection sites must process customer concerns and complaints immediately to ensure timely resolution. At a minimum, WorkSource Snohomish partners must be able to direct job seekers interested in filing a complaint to the appropriate local complaint contact to ensure compliance with the appropriate authorizing legislation, regulation, and/or state law for the funding stream that has jurisdiction over the complaint. Jurisdiction is based on funding stream that pays for the function related to the concern or complaint. Each WorkSource Snohomish partner is responsible for the outcomes of customer concerns and complaints that fall within their jurisdiction.

The WorkSource Snohomish Operator(s) must:

- Identify at least one complaint coordinator and a back-up, who is responsible for tracking all complaints within the WorkSource Snohomish system;
- Designate a local system complaint contact and a back-up complaint contact at each center and affiliate site to appropriately route complaints to the appropriate partner complaint contact;
- Coordinate all aspects of a complaint when a complaint involves multiple complaints, multiple complaint processes, and/or multiple agencies with investigative authority;
- Ensure informal resolution of customer concerns, when possible;
- Ensure that WorkSource complaint posters are displayed in visible areas where customers most commonly gather at centers, affiliates and connection sites.

- Follow the complaint processing requirements contained in the Handbook for Title 1, Wagner-Peyser, TAA, and Discrimination;
- Ensure complaint contacts immediately notify a customer alleging a violation of program law or regulations, or discrimination law or regulation, of their right to file a written complaint.
- Ensure that each WorkSource Snohomish partner follows this policy which shall be attached to the Memorandum of Understanding and incorporated by reference.
- Ensure that each local system complaint contact is trained in the initial customer concern and complaint resolution process, can identify partner complaint contacts, and is able to appropriately refer and track the resolution of complaints.
- Ensure that each program and EO complaint contact has been trained in the relevant process(es) and filing requirements as well as the timelines for referring and/or resolving complaints and maintain documentation of training participation.
- Ensure that program complaints and discrimination complaints are not processed together but are formally resolved as separate complaints.
- Maintain and be able to provide, with reasonable notice, documentation of all complaints and all EO complaints referred to the Workforce Snohomish EO Officer or ESD in a central log.

WorkSource partners will follow the procedure outlined in the Workforce Snohomish Complaint Handbook for handling customer concerns and complaints.

C. DEFINITIONS

- **Complaint** – The submission of a written and signed allegation that falls under the jurisdiction of WIOA Title 1, Wagner-Peyser, TAA, and/or Non-Discrimination requirements as noted in the Handbook. At a minimum, complaints must contain the following information:
 - The name and contact information of the job seeker filing a complaint;
 - Identification of individual(s) or organizations(s) against which the complaint has been made;
 - A description of the allegations, which must include enough details to determine the jurisdiction of the complaint and the date(s) the alleged incident(s) took place; and
 - Signature of the job seeker or authorized representative of the job seeker making the complaint and date.
- **Complaint Contact** – The individual designated by the Site Operator(s) to process complaints. Worksource Snohomish Equal Opportunity officer or the State Equal Opportunity Officer may serve as a complaint contact for discrimination complaints. A contact may also be appointed by the Operator(s) that initially assists all customers interested in filing a complaint at a local WorkSource office and determines partner(s) program’s complaint jurisdiction if a complaint is subsequently filed.

- **Complaint Coordinator** – The Worksource Snohomish designated single point(s) of contact for the WDA **or** each WorkSource Center and Affiliate Site. The site's Complaint Coordinator is responsible for facilitating the initial process and promoting coordination to resolve all complaints.
- **Concern** – Any verbal expression of dissatisfaction or any written expression of dissatisfaction other than alleged violations of program or non-discrimination rules or laws. Concerns must be referred but do not require the same formal process as a complaint (i.e., logging, tracking, etc.). Local processes may include additional requirements.

References

- WorkSource System Policy 1012 Revision 1
[http://www.wa.gov/esd/1stop/policies/documents/systems/1012Rev1ComplaintResolution .pdf](http://www.wa.gov/esd/1stop/policies/documents/systems/1012Rev1ComplaintResolution.pdf)
- WIA Policy Number 3445, Revision 1 Equal Opportunity and Nondiscrimination
<http://www.wa.gov/esd/1stop/policies/documents/title1b/3445.htm>

Supersedes:

- Memorandum #13-05

Attachments

- Workforce Snohomish Complaint Handbook – Attachment A, rev. July 29, 2013
<http://www.workforcesnohomish.org/policies/documents/pro1170.pdf>