



WorkSource System Policy
Workforce & Career Development Division

Washington envisions a nationally recognized fully integrated One-Stop system with enhanced customer access to program services, improved long-term employment outcomes for job seekers and consistent, high quality services to business customers. In order to achieve this vision, the Workforce & Career Development Division sets a common direction and standards for Washington's WorkSource system through the development of WorkSource system policies, information notices, and technical assistance.

Policy Number: 1012 Revision 1
To: Washington WorkSource System
Date of Publication: July 29, 2013

Subject: Customer Concern and Complaint Resolution

1. Purpose:

To encourage prompt resolution of all customer concerns, outline minimum expectations for coordination among partners, and clarify the Workforce Development Councils' (WDCs') oversight role in the complaint system.

2. Background:

Federal law and regulations require procedures for handling complaints alleging violation of WIA Title 1, Wagner-Peyser (including TAA), and Non-Discrimination laws (attached). The complexity of these procedures, and the resulting silos, may prevent partners from assisting all customers who have service delivery or customer service related concerns before they rise to the level of a formal, written complaint. The lack of standard expectations for handling concerns limits prompt and informal resolution and may unnecessarily increase the number of formal, written complaints.

This policy provides standard expectations for processing customer concerns and formal complaints. In so doing, it creates distinct definitions of customer "concern" and customer "complaint." Minimum requirements have been established to create a process for referring complaints to partners located at one-stop center and affiliates for additional processing and resolution.

The oversight responsibility of WDCs is also clarified when dealing with complaints from "*other interested parties affected by the local Workforce Investment System, including One-Stop partners and service providers*" as described in 20 CFR 667.600(c)(1). The state has

determined that allegations concerning WorkSource Center and Affiliate partners that do not fall under the defined program and non-discrimination processes described in the attached WorkSource Complaint [Handbook](#) shall be processed as concerns.

3. Policy:

a. WDC Oversight of the Concern and Complaint System

In their oversight capacity, each WDC shall develop a local policy or procedure that:

- Establishes at least one complaint coordinator, delegated the responsibility of tracking all local complaints;
- Establishes an expectation that local complaint contacts shall collaborate when complaints present allegations involving multiple partners;
- Requires informal resolution of customer concerns;
- Requires that all WorkSource partners provide an assurance that the complaint coordinator will be informed of all local complaints concerning WorkSource Centers and Affiliates Sites, from point of entry to resolution;
- Includes the minimum complaint processing requirements contained in the attached WorkSource Complaint [Handbook](#) for WIA Title 1, Wagner-Peyser, TAA, and Discrimination; and
- Establishes a single system to log, and track to closure, all complaints defined in the WorkSource Complaint [Handbook](#).

b. Local Customer Concern Resolution

Concerns must be processed at the local level prior to any state level intervention. The intent is to enable partners to assist customers at the lowest level possible, which will encourage the prompt and informal resolution of concerns.

c. Complaint Jurisdiction

All partners located at WorkSource Centers, Affiliates or elsewhere are responsible for the outcomes of complaints that fall within their jurisdiction. Determinations of jurisdiction will be made based on the specific funding stream that supports the function tied to the complaint allegations, not based on associations other than funding sources.

4. Definitions:

NOTE: For a complete list of definitions refer to the attached [Handbook](#).

Complaint – The submission of a written and signed allegation that falls under the jurisdiction of WIA Title 1, Wagner-Peyser, TAA, and/or Non-Discrimination requirements as noted in the WorkSource Complaint [Handbook](#). At a minimum, complaints must contain the following information:

- Complainant's name;
- Mailing address, or other means by which the complainant may be contacted;
- Identification of individual(s) or organizations(s) responsible for the alleged issue;

- A description of the complainant’s allegations, which must include enough details to determine the jurisdiction of the complaint and the date(s) the alleged incident(s) took place; and
- The complainant’s signature and signature date. The signature of his/her authorized representative is also acceptable.

Complaint Contact – The Program management or staff designated by program Administrators responsible for processing program complaints. WDC Equal Opportunity officers or the State Equal Opportunity Officer may serve as a complaint contact for discrimination complaints. A contact may also be appointed by the One-Stop Operator 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 WDC 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.

5. **Supersedes:**

- WorkSource Policy 1012, Initial Customer Complaints
- WIA Policy 3440 Rev 1, WIA Complaint Policy
- WIA Policy 3450 Rev 1, Equal Opportunity and Discrimination Complaint Processing Policy and Procedures
- WIA Policy 4061, Migrant and Seasonal Farmworker Complaint Policy
- TAA Policy 3075, Complaints Appeal Process

6. **Website:**

<http://www.wa.gov/esd/policies/systems.htm>

7. **Action:**

WDCs must develop local procedures to implement and comply with the requirements contained in this policy and its [Handbook](#) (Attachment A) within 90 days of publication. Updated local procedures must be referenced in the Memorandum of Understanding (MOU) during the next MOU modification. Rather than developing new procedures, WDCs may choose to update their existing Initial Customer Complaint Policies or utilize the WorkSource Complaint Handbook and incorporate local policy requirements within that Handbook.

WDCs and their contractors, as well as Employment Security Regional Directors, shall

distribute this policy broadly throughout the system to ensure that WorkSource System partners are familiar with its content and requirements.

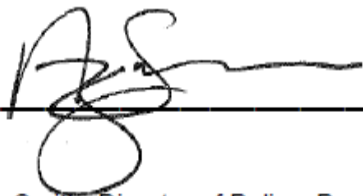
8. Attachments:

Attachment A - [WorkSource Complaint Handbook](#) (PDF)

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Approved:

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