

EASTERN WASHINGTON PARTNERSHIP

WORKFORCE DEVELOPMENT COUNCIL

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WorkSource Procedure: 101

Effective Date: MARCH 1, 2011

Revision Date:

SUBJECT INITIAL CUSTOMER COMPLAINT

PURPOSE

This policy is to ensure that customers expressing initial interest in filing a complaint can be assisted by any partner in a WorkSource site and referred to appropriate contacts. This policy is designed to set the criteria and standards for WorkSource partners that will result in a consistent process for customers expressing an interest in filing a complaint. It also outlines responsibilities and procedural requirements with a locally defined and consistent process.

PROCEDURE

Eastern Washington Partnership WorkSource sites must ensure immediate and consistent processing whenever a customer has expressed an interest in, or chooses to file a complaint. All WorkSource partners located at WorkSource sites must be able to assist customers interested in filing a complaint, which includes directing the individual to the appropriate complaint contact.

If a customer chooses to file a complaint, the complaint must be referred to the appropriate complaint contact to ensure compliance with each partner's regulations, legislation and/or state law. Discrimination complaints must be referred to the WDC Equal Opportunity Officer or State Equal Opportunity Officer, depending on the program involved.

LOCAL PROGRAM COMPLAINT PROCESS RESPONSIBILITY

Each local program administrator shall designate a local program complaint contact and back-up contact to process program related complaints when it is determined to be within that partner's program jurisdiction. All program complaint contacts must be aware of applicable state and local program policies and the WorkSource site initial complaint policy and process.

The local program complaint contact, if appropriate, will share information and coordinate on complaints that involve multiple allegations, complaint processes, partners, and/or multiple agencies with investigative authority.

A program complaint and a discrimination complaint cannot be processed together and must be formally resolved as separate complaints. Discrimination complaints must be referred to the WDC Equal Opportunity Officer or the State Equal Opportunity Officer depending on the program involved.

PROCESS

WorkSource sites will keep a copy of the written policy, which outlines the procedures for assisting a customer who expresses interest in filing a complaint at any point of service. All partners must be able to identify the appropriate complaint contacts and refer customers interested in filing a complaint to the appropriate complaint contact.

Complaint contacts assisting a customer shall be responsible for immediately notifying a customer alleging a violation of program law or regulations, or discrimination law or regulation, of their right to file a written complaint.

Each WorkSource system partner must understand and agree to this policy so that all partners are aware of the process to be followed for assisting customers interested in filing a complaint. This policy shall be attached to the Memorandum of Understanding.

The One-Stop operator shall ensure that each site has access to the initial complaint process so that all customers interested in filing a complaint are notified of their rights and, if appropriate, referred to a complaint contact with program jurisdiction.

The One-Stop operator shall ensure that the WorkSource complaint poster is displayed in a visible area where customers most commonly gather.

The One-Stop Operator shall ensure that WorkSource staff receives training in the initial customer complaint procedures. The dates of the training sessions and the list of attendees shall be documented.

PROCEDURE

WDA 10 initial complaints will be processed according to the Quick Reference and Desk Aid attached to this policy. The desk aid will be maintained by WorkSource and EWP staff and will be updated as appropriate.

WorkSource staff will receive training on a regular basis to inform them of the complaint procedures. Training sessions will be documented.