

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.

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| 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.