

Policy: **INITIAL CUSTOMER COMPLAINT POLICY**

Policy Number: **1012 – 1: Revision 1**

Effective Date: **November 15, 2010**

**SUBJECT: Initial Customer Complaint Policy**

**PURPOSE:** To ensure customers expressing initial interest in filing a complaint can be assisted by any partner in a WorkSource site and referred to the appropriate contact. A complaint is defined as a written and signed document alleging violation of Wagner-Peyser, WIA Title I-B, or Trade Act regulations and /or federal, state, or local nondiscrimination laws.

**REFERENCES:** State WorkSource System Policy #1012: Initial Customer Complaint Policy and all references incorporated therein.

**DEFINITIONS:** A “complaint” is a written and signed document alleging violation of Wagner-Peyser, WIA-Title 1-B, or Trade Act regulations and/or federal, state, or local nondiscrimination laws.

A “concern” is a verbal or written comment by a customer that the services they received did not meet their expectation. No violation of law or rights are alleged in a “concern”.

**POLICY:**

Customer complaints, either a program complaint or a discrimination complaint, arising within the WorkSource-Northwest One Stop system shall be handled in accordance with all applicable laws, policies, organization agreements and regional policy. This policy is to be read, understood, and followed by all on-site partners who have signed the Memorandum of Understanding (MOU) with the NWC and is incorporated therein by reference.

In general, complaints arising regarding program services shall be referred to the appropriate organization’s designated staff person (i.e., complaint contact) who is responsible to proceed in accordance with federal and state law. Additionally, a report regarding the resolution of that complaint will be provided to the One Stop Operator.

Complaints arising from customers’ use of universally accessible services or non-program services shall be forwarded to the site’s Center Manager/Coordinator (On-Site Complaint Contact). The On-Site Complaint Contact will determine the nature of the customer’s concern or complaint and, when warranted, refer the customer to the appropriate specified program or organizational complaint contact.

The program or organizational complaint contact will, in turn, forward a resolution report to the One Stop Operator. If the customer complaint regards a confidential personnel matter, a general statement of resolution will be forwarded to the One Stop Operator.

Complaints regarding issues of equal access or equal opportunity shall be forwarded by the On-Site Complaint Contact to the Equal Opportunity Officer of the One Stop Operator, who shall report on the resolution of EO complaints to the Executive Committee of the Council.

The attached flow chart outlines the steps to be followed when an initial customer complaint is received by the On-Site Complaint Contact. Under no circumstances will staff discourage a customer from filing a written complaint.

**Additional Requirements:**

1. Complaint Log

A complaint log will be kept by each program partner as stipulated in their own policies and procedures.

2. Data and Information Collection and Maintenance

The NWC and its partners will comply with the data and information collection and maintenance requirements as outlined in State WorkSource System Policy #1012 and all corresponding State and Federal laws.

3. Complaint Processing Procedures

In accordance with State WorkSource System Policy #1012, the NWC Equal Opportunity Officer will publish and maintain complaint processing procedures, and a system to record such complaints. These procedures are available at the following link: [EEO and Nondiscrimination Complaint Resolution](#).

This policy may be found at [www.nwboard.org](http://www.nwboard.org)

## Initial Customer Complaint Flow Chart

All local WorkSource partners know to refer a customer interested in filing a complaint to the one-stop complaint contact(s). One-stop complaint contacts are physically located at each WorkSource site within a WDA.

### On-Site One-Stop Complaint Contact

- Immediately assists customers interested in filing a complaint.
- Informs customer of their right to file a complaint.
- May resolve the allegation informally if the customer chooses not to file a complaint and the resolution is consistent with locally agreed procedures and applicable program policy/law.
- If the on-site complaint contact is not available, the Center Manager's assigned designee determines complaint jurisdiction if a customer chooses to file a complaint in his/her absence.
- Refers customer to Program Complaint Contact or other complaint contact, if appropriate.

WIA  
Complaint  
Contact

ESD  
Complaint  
Contact

Equal  
Opportunity  
Complaint  
Contact

Other  
Complaint  
Contact