



## INITIAL CUSTOMER COMPLAINT PROCEDURE

**EFFECTIVE:** November 15, 2011

**REFERENCE:** State Policy #1012 and Local One Stop Guidance 10-04

**PURPOSE:** To ensure that any customer expressing an interest in filing a complaint can be assisted by any partner at WorkSource Okanogan County. All WorkSource Center staff will be able to identify the appropriate complaint contacts and properly refer customers interested in filing a complaint.

**PROCEDURE:**

- Customers expressing an interest in filing a complaint (alleging a violation of Wagner-Peyser, WIA Title I-B, Trade Act, DVR, or Veterans regulations and/or federal, state or local non-discrimination laws) will be referred, using existing referral practices, i.e. phone and/or in person contact, to one of the Center's Complaint contacts on site.
- If Initial Complaint Contact is not available, staff member may contact a designated back-up.
- The Initial Complaint Contact meets with the customer to understand the nature of the complaint, inform them of their right to file a complaint, then determines program jurisdiction.
- Initial Complaint Contact notifies the appropriate program manager (s) who then completes the complaint resolution with the customer according to their established program complaint procedures.
- Note: complaints relating to programs other than Wagner-Peyser, WIA Title I-B, Trade Act, or non-discrimination, will be directly referred to the appropriate Program complaints as noted below.

**Initial Complaint Contacts:** Center Operator members have designated two Initial Complaint Contacts and two back-ups: Patti Brown, Mary Hinger, Craig Carroll (Back-up), Monica Garza (Backup). If none of these four staff are available, Miguel Garza, the designated complaint specialist for WorkSource Okanogan, or Monica Reyes, the designated complaint specialist back up, would handle the Initial Complaint.

**TRAINING:**

WorkSource Center staff will be trained on the Center procedures by the One Stop Operator or by respective partner managers and/or supervisors using the following:

- Copy of Initial Customer Complaint Log 10-04 and State Policy #1012
- Copy of Center procedures
- Names of initial contact and back-up persons and phone numbers.

WorkSource Center Operator will document staff training using training roster sign in sheet and accompanying materials covered.

### **Program Complaint Contacts:**

- Equal Opportunity (EO):
  - Dave Peterson (local) 509-663-3091 ext. 228
  - Kintu Nnambi 360-725-9454
- ESD (Wagner Peyser)
  - Patti Brown 509-826-7555
  - Craig Carroll (back-up) 509-826-7576
- WIA Title I-B and Trade Act:
  - Mary Hinger 509-826-7562
  - Monica Garza (back-up) 509-826-7546
- DVR:
  - Duane Johnson 509-826-7571
  - Yvonne Bussler (back-up) 509-826-7575
- MSFW:
  - Miguel Garza 509-826-7547
  - Monica Reyes 509-826-7540
- Job Corps: Darrell Pantalone 509-765-0330