



Initial Customer Complaint Procedure

Effective Date: January 1, 2012
State Policy #: 1012
Local Guidance #: 10-04

PURPOSE: To provide guidelines and standards to ensure that Wenatchee WorkSource Affiliate staff are able to assist customers interested in filing a complaint, which at a minimum, includes directing the individual to the appropriate local complaint contact.

REFERENCES: System Policy #1012 and Local Guidance 10-04 and all references herein

EFFECTIVE DATE: January 1, 2012

PROCEDURE: All Wenatchee WorkSource Affiliate staff must be able to assist customers interested in filing a complaint, which at a minimum, includes directing the individual to the initial complaint contact or backup. If a customer chooses to file a complaint and the complaint is determined to be within a partner's jurisdiction, the complaint must be referred to the appropriate program complaint contact to ensure compliance with the partner's authorizing legislation, regulation, and/or state law for the applicable program.

- Customers expressing an interest in filing a complaint (alleging a violation of Wagner Peyser and /or federal, state or local nondiscrimination laws) to a WorkSource Center staff member will be referred, using existing referral practice i.e. phone and/or in person contact, to the Initial Complaint Contact 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, Trade Act, non discrimination, will be directly referred to the program complaint person identified on the flow chart.

WorkSource Wenatchee has designated one Initial Complaint Contact and one back-up Complaint Contact:

- Mary Zavala – Administrator
- Julie Babst – Supervisor (back up)

Other Requirements:

1. Program complaints and discrimination complaints will not be processed together but are formally resolved as separate complaints.
2. The WorkSource complaint poster is displayed in a visible area where customers most commonly gather.
3. All system and program complaint contacts assisting a customer shall immediately notify the customer alleging a violation of their right to file a written complaint.
4. Complaints will be managed and coordinated among local program complaint contacts on complaints that involve multiple allegations, multiple complaint processes, multiple partners, and/or multiple agencies with investigative authority.

Staffing Training:

Staff will be knowledgeable on how to assist a customer to file a complaint and are able to identify the appropriate local complaint contact.

WorkSource staff will be trained on the procedures using the following:

- Copy of Initial Customer Complaint LOG 10-04 and State Policy #1012
- Copy of WorkSource Initial Complaint Procedure
- WorkSource Complaint Flow Chart
- Names of initial contact and back-up persons and phone numbers

WorkSource Administrator and/or Supervisor(s) will document staff trainings with meeting agenda and minutes indicating staff members present at training.

**WorkSource Wenatchee Affiliate
Flow Chart
Initial Customer Complaint Process**

All WorkSource Staff refer a customer interested in filing a complaint to:

**Initial Complaint Contacts
Office Administrator or Supervisor
(Mary Zavala or Julie Babst)**

- Immediately assists customers interested in filing a complaint.
- Informs customer of their right to file a complaint.
- Determines complaint jurisdiction if customer chooses to file a complaint and refers to applicable Program Complaint Contact.

Program Complaint Contacts

MSFW

Silvana Dice

**ESD
(WP & TA)**

Mary Zavala
Administrator

**Service
Alternatives**

Lisa Worley

**Equal
Opportunity**

Dave Peterson
(local)
509 663-3091
x228

Kintu Nnambi
(State)
360 725-9454