



INITIAL CUSTOMER COMPLAINT PROCEDURE

EFFECTIVE: June 30, 2025
REFERENCE: State Policy #1012 Revision 2 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, WIOA Title 1-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, WIOA Title 1-B, Trade Act, or non-discrimination, will be directly referred to the appropriate program complaint contacts noted below.

Initial Complaint Contacts: Center Operator members have designated two Initial Complaint Contacts and two back-ups: Juan Martinez, Lisa Bauer, Supervisor (Back-Up), Monica Garza (Back-Up). If none of these four staff are available, Miguel Garza, the designated MSFW 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 Revision 1.
- 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):
 Lisa Romine, 509-293-4587
 Teresa Eckstein 360-507-9890
- ESD (Wagner Peyser)
 Heidi Ott 509-826-7566
 Juan Martinez (back-up) 509-740-2711
- WIOA Title 1-B and Trade Act:
 Lisa Bauer 509-740-7337
 Monica Garza (back-up) 509-826-7546
- DVR:
 Laura Hamilton 509-960-0855
 Carolina Perky (back-up) 509-740-2494
- MSFW:
 Miguel Garza 509-826-7547
 Monica Reyes 509-826-7540
- Job Corps: