



## INITIAL CUSTOMER COMPLAINT PROCEDURE

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**Effective Date:** April 1, 2019

**Reference:** State Policy #1012 Revision 1 and Local One Stop Guidance 10-04

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

### PROCEDURE:

- Customers expressing an interest in filing a complaint (alleging a violation of Wagner-Peyser, WIOA Title I-B, or Trade Act regulations 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 one of the Center's Initial Complaint Contacts on site.
- If Initial Complaint Contact is not available staff member may contact a designated back-up person.
- 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 I-B, Trade Act, non discrimination, will be directly referred to the program complaint person identified on the flow chart.

Center Operator members have designated one Initial Complaint Contact person(s) and two back-up Complaint Contact person(s),

- Lora Wood - Employment Security Department (ESD)
- Alicia Wallace – SkillSource (SS)
- James Beck - (SS – backup person)

### TRAINING:

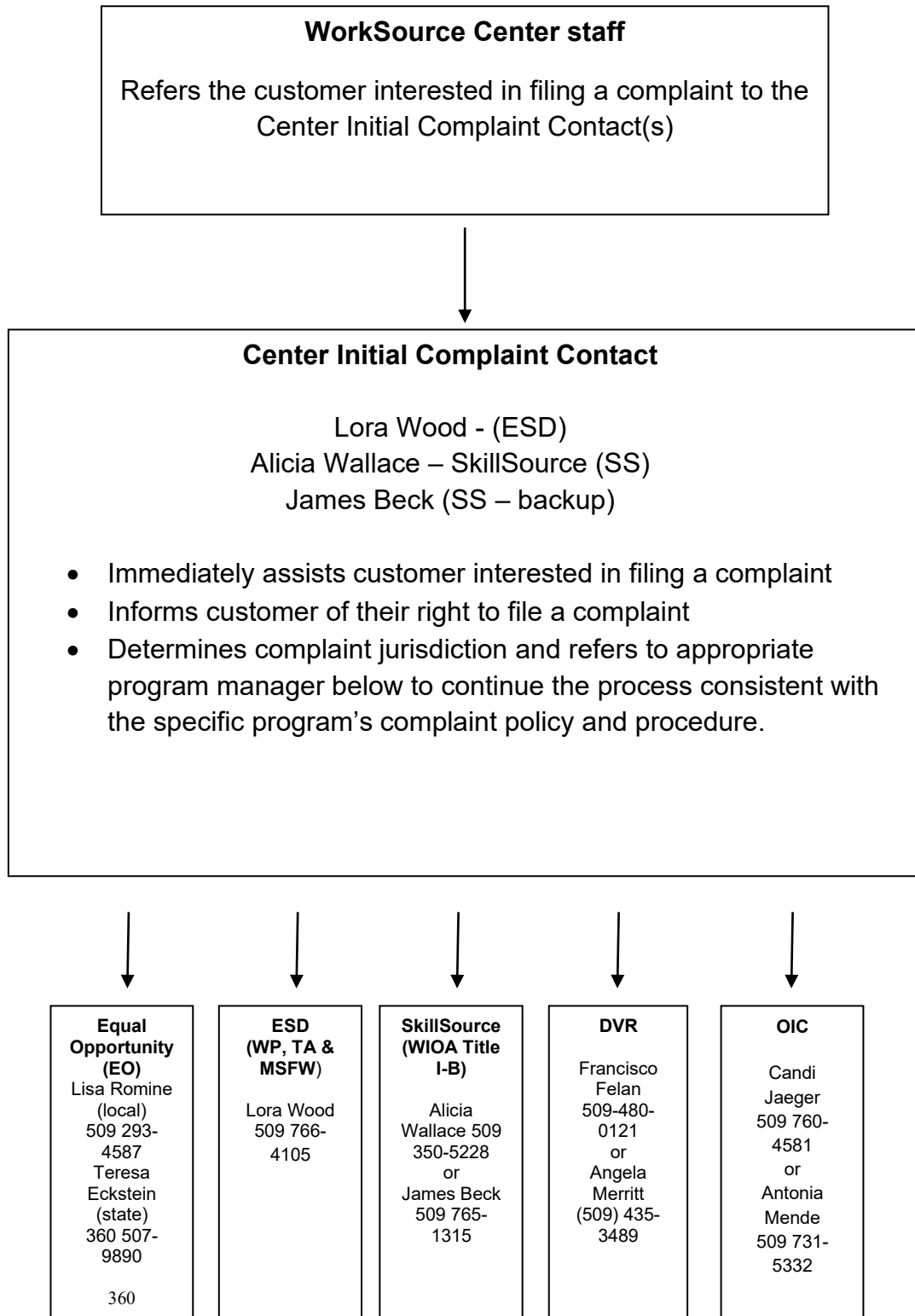
WorkSource Center staff will be trained on the Center procedures by the One Stop Operator or by respective partner managers and/or supervisors using the following:

- Copy of Initial Customer Complaint LOG 10-04 and State Policy #1012 Revision 1
- Copy of Center Procedures
- Center Flow Chart
- Names of initial contact and back-up persons and phone numbers

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

# WorkSource Central Basin

## Initial Complaint Procedure Flow





**INITIAL CUSTOMER COMPLAINT REFERRAL FORM**

*PLEASE PRINT ALL INFORMATION*

**Date/Time:** \_\_\_\_\_

**Name of Complainant:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Cell Number:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Primary Language:** \_\_\_\_\_

**Referred to (complaint contact's name):** \_\_\_\_\_

**What is the complaint about?**