



Workforce Development Council  
Snohomish County

## **SYSTEM POLICIES**

### **MEMORANDUM #10-08**

**To:** All WorkSource Snohomish County Partners

**Subject:** Customer Complaint Resolution

**Supersedes:** None

**Effective Date:** February 15, 2011

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#### **A. BACKGROUND**

Workforce Development Council Snohomish County (WDCSC) is issuing this policy in conformance with Washington State Policy Number 1012, *Initial Customer Complaint Policy*, to ensure customers expressing initial interest in filing a complaint can be assisted by any partner in the WorkSource Snohomish County system and referred to an appropriate complaint contact.

#### **B. POLICY**

WorkSource Snohomish County partners must engage in immediate and consistent processing of any customer complaint to ensure its resolution. All WorkSource Snohomish County partners must be able to assist customers interested in filing a complaint, which at a minimum, includes directing the individual to the appropriate local complaint contact.

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 complaint contact to ensure compliance with the partner's authorizing legislation, regulation, and/or state law for the applicable program. For Wagner-Peyser, Trade Act, and WIA funded programs, complaints must be processed in a manner consistent with state policies by the appropriate designees. Discrimination complaints must be referred to the WDCSC Equal Opportunity Officer or State Equal Opportunity Officer, depending on the program involved. See WDCSC General Program Management Policies and Procedures #01-03, *Complaint and Grievance Policy-Discrimination* and #04-11, *Complaint and Grievance Policy (Excludes Discrimination Complaints)*, for the resolution of program-specific customer complaints.

Each WorkSource Snohomish County Site Operator shall:

- Ensure that each WorkSource Snohomish County site has a written initial complaint policy and procedures for assisting job seekers who express interest in filing a complaint. The procedures must identify the appropriate local system and program complaint contacts and direct staff to ensure that customers interested in filing a complaint are referred to the appropriate complaint contact. Additionally, these procedures must include:
  - Procedures for assisting a customer interested in filing a complaint;
  - Procedures for referral to appropriate complaint contact;
  - Procedures for ensuring customer notification of the right to complain; and
  - Procedures for determining complaint jurisdiction and coordination when appropriate.
- Designate a local system complaint contact and a back-up complaint contact at each full service center and each affiliate site to appropriately route those complaints determined to be within a partner's program jurisdiction to the partner's program complaint contact. All program complaint contacts must be aware of applicable state and local program policies and this policy.
- Manage the coordination among local program complaint contacts on complaints that involve multiple allegations, multiple complaint processes, multiple partners, and/or multiple agencies with investigative authority.
- Ensure that all system and program complaint contacts assisting a customer immediately notify a customer alleging a violation of program law or regulations, or discrimination law or regulation, of their right to file a written complaint.
- Ensure that each WorkSource Snohomish County system partner agrees to and follows the Initial Customer Complaint policy and procedures which shall be attached to the Memorandum of Understanding and incorporated by reference.
- Ensure that each local system complaint contact has received training in the initial customer complaint resolution process, has a working knowledge of partner program complaint contacts, and is able to identify and refer a complaint to the appropriate local program and EO complaint contacts.
- Ensure that each program and EO complaint contact has been trained in the relevant process(es) and filing requirements as well as the timelines for referring and/or resolving complaints.
- Ensure that each WorkSource Snohomish County staff is trained and able to identify the appropriate local complaint contact in the WorkSource Snohomish County system.
- Maintain documentation of training participation.
- Ensure that program complaints and discrimination complaints are not processed together but are formally resolved as separate complaints.
- Ensure that the WorkSource complaint poster is displayed in a visible area where customers most commonly gather.
- Maintain documentation of all system complaints, copies of all program complaints and associated documents, and all EO complaints referred to the WDCSC EO Office or ESD in a central log.

## C. DEFINITIONS

**Complaint** - 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. E-mail and handwritten allegations may be treated as a written and signed document depending on program requirements provided for each program complaint process.

**Complaint Contact** - Program management or staff designated by the One-Stop Operator (for system complaint contacts) or program Administrators (for program complaint contacts) responsible for processing program complaints. The WDCSC Equal Opportunity Officer or the State Equal Opportunity Officer will serve as the system and program complaint contact for discrimination complaints.

## D. REFERENCES

The Code of Federal Regulations, Title 20, Chapter V Part 651, 653, and 658.

The Code of Federal Regulations, Title 29, Part 37.

All applicable Laws and Federal Regulations for the system, as described in:

WIA Policy Number 3440, Revised Final  
WIA Complaint Policy  
<http://www.wa.gov/esd/policies/documents/3440rev1.htm>

WIA Policy Number 3445, Revision 1  
Equal Opportunity and Nondiscrimination  
<http://www.wa.gov/esd/policies/documents/3445.htm>

WIA Policy Number 3450, Revised Final  
Equal Opportunity and Discrimination Complaint Processing  
<http://www.wa.gov/esd/policies/documents/3450.htm>

ESD Policy and Procedure Number 0013, Discrimination Complaint Processing  
[http://inside.esd.wa.gov/policies/0000/PP\\_0013.pdf](http://inside.esd.wa.gov/policies/0000/PP_0013.pdf)

ESD Policy and Procedure Number 0021, Equal Opportunity/Affirmative Action  
[http://inside.esd.wa.gov/policies/0000/PP\\_0021.pdf](http://inside.esd.wa.gov/policies/0000/PP_0021.pdf)

Washington State Methods of Administration  
<http://www.esd.wa.gov/newsandinformation/formsandpubs/Methods%20of%20Administration%20-%202007%20Recertification.pdf#zoom=100>