

WFC Program Complaint Log

Workforce Development Council:

WorkForce Central

Program Year: PYXX

Complaint Coordinator:

Debbie Lean

| ID | Date of Receipt | Complainant's Name | Complainant's Address | Program/ Process | MSFW | Grounds / Description | Respondent | Resolution / Disposition | Date of Resolution | ADR |
|----|-----------------------------|--------------------|-----------------------|------------------|---|-----------------------|------------|--------------------------|-----------------------------|---|
| | Click here to enter a date. | | | Choose an item. | Yes <input type="checkbox"/> No <input type="checkbox"/> | | | | Click here to enter a date. | Yes <input type="checkbox"/> No <input type="checkbox"/> |
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| | Click here to enter a date. | | | Choose an item. | Yes <input type="checkbox"/> No <input type="checkbox"/> | | | | Click here to enter a date. | Yes <input type="checkbox"/> No <input type="checkbox"/> |

Instructions / Definitions:

- (1) **Date of Receipt** - The day the complaint is received. Complaints must be submitted within a year of the incident which allege a violation of law(s), regulations or policy connected to Wagner-Peyser, WIOA, or Trade Adjustment Assistance (TAA) programs.
- (2) **ID** - The last two digits of program year + consecutive 3 digit ID number (i.e. the first complaint of PY 2016 will be "16-001").
- (3) **Program or Process** - Refers to a federal program (e.g. WIOA) or it could be a specific function (e.g. Job Referral). Program or Process also indicates jurisdiction.
- (4) **Resolution / Disposition** - The outcome or determination of the investigation, including any referral/transfer. If referred/transferred, the agency or partner the complaint has been transferred to needs to be clearly identified.
- (5) **Respondent** - Refers to the organization and individual within the WorkSource system whom the complaint is filed against.