



## Program Concern & Complaint Resolution Policy

POLICY NUMBER: P-1016

RELEASE DATE: June 11, 2021

SUPERSEDES: Customer Complaint and Concern Resolution Policy, #3001, effective July 1, 2015

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### PURPOSE

To encourage prompt resolution of all program customer concerns and complaints, outline minimum expectations for coordination among partners, and clarify WorkForce Central's oversight role in the program complaint system.

Program complaint processing requirements are contained in the [WorkSource Pierce Program Complaint Handbook](#).

### BACKGROUND

Federal law and regulations require procedures for handling program complaints alleging violations of Title of the Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser, and Trade Adjustment Assistance (TAA) laws.

Policies and procedures specific to *discrimination complaints* are found in WorkForce Central's [Discrimination Complaint Process Policy and Handbook](#).

### POLICY

#### WorkForce Central's Oversight of the Program Concern and Complaint System

In its oversight capacity, WorkForce Central must maintain a policy or procedure that:

- Establishes at least one program complaint coordinator who is delegated the responsibility of logging and tracking local program complaints.
- Establishes an expectation that local program complaint contacts will collaborate when complaints present allegations involving multiple partners.
- Requires an effort to informally resolve customer concerns.
- Requires that all WorkSource system partners provide an assurance that the program complaint coordinator will be informed of all local program complaints, from point of entry to resolution.
- Includes the minimum program complaint processing requirements contained in the [WorkSource Pierce Program Complaint Handbook](#) for WIOA Title I, Wagner-Peyser and TAA complaints.
- Establishes a system to log and track program complaints to support resolution.

#### Local Program Customer Concern Resolution

Concerns must be process at the local level prior to any state level intervention. The intent is to enable partners to assist customers at the lowest level possible, which will encourage the prompt and informal resolution of concerns.

## Complaint Jurisdiction

All partners located in the WorkSource system are responsible for the outcomes of program complaints that fall within their jurisdiction. Determinations of jurisdiction will be made based on the specific funding stream that supports the function tied to the program complaint allegations, not based on associations other than funding sources. However, collaboration is essential when a complaint presents allegations that cross jurisdictional boundaries. All partners are expected to collaborate and be responsive to the needs of all WorkSource Pierce customers.

## Confidentiality

The identity of complainants and any person who furnish information relating to or assisting in an investigation of a complaint must be kept confidential to the maximum extent possible, consistent with applicable law and a fair determination of the complaint.

## DEFINITIONS

**NOTE:** For a complete list of program-specific definitions refer to the [WorkSource Pierce Program Concern & Complaint Handbook](#).

**Concern** – Any verbal or written expression of dissatisfaction other than alleged violations of program or nondiscrimination rules or laws. Concerns must be referred, but do not require the same formal process as a complaint (i.e., logging, tracking, etc.). Concerns should be resolved at the lowest level possible.

**Program Complaint Contact** – Staff designated by WorkForce Central as responsible for processing program complaints.


**Program Complaint Coordinator** – WorkForce Central’s designated single point(s) of contact for the WorkSource Pierce system including the WorkSource Pierce One-Stop Center, affiliate, and connection sites. The Program Complaint Coordinator is responsible for facilitating the initial process, promoting coordination to resolve all program complaints, and when applicable, for forwarding discrimination complaints to the WorkForce Central EO Officer or State-Level EO Officer for processing.

**Program Complaint** – The submission of a written and signed allegation that falls under the jurisdiction of WIOA Title I, Wagner-Peyser and TAA requirements as noted in the [WorkSource Pierce Program Concern & Complaint Handbook](#). Program complaints allege a violation of a law, regulations or policy connected to Wagner- Peyser, WIOA, or TAA programs, but do not allege discrimination. All program complaints must be filed within one (1) year of the alleged date of the incident (except Wagner-Peyser, which requires the complaint be filed within two years of an incident).

## REFERENCES

- [20 CFR 651, 652, 653, and 658](#)
- [20 CFR 683.600](#)
- [20 CFR 658.410](#)
- [29 CFR 38](#)
- [WIOA Section 188](#)

## APPROVED

  
Katie Condit (Jun 11, 2021 07:55 PDT)  
Katie Condit, WFC CEO

Jun 11, 2021  
Date

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