



WorkSource System Policies

WorkSource Pierce Program Complaint Resolution Policy

POLICY #:	WS-6004
EFFECTIVE:	February 25, 2026
SUPERSEDES:	Program Concern and Complaint Resolution Policy #P-1016, effective 6-11-21

PURPOSE:

This policy provides instruction for resolving WorkSource Pierce customer complaints specific to the following U.S. Department of Labor (DOL) programs and describes WorkForce Central's oversight role in the program complaint system:

- WIOA Title I-B
- Wagner-Peyser Employment Services (ES)
 - Reemployment Services and Eligibility Assessment (RESEA)
 - Jobs for Veterans State Grant (JVSG)
 - Foreign Labor Certification
 - Migrant and Seasonal Farm Worker (MSFW)
- Trade Adjustment Assistance (TAA)

This policy was revised to:

- Transition the policy from a program policy to a WorkSource System Policy with an updated title reflecting this change.
- Align updates to Washington State Employment Security Department's revised policy 1012, Revision 3 – *Customer Concern and Complaint Resolution Policy* released January 30, 2026.
- Non-substantial edits for clarity.

BACKGROUND:

Federal law and regulations require procedures for handling program complaints alleging violations of the Workforce Innovation and Opportunity Act (WIOA) or the WorkSource one-stop system. Procedures for filing and processing program complaints specific to DOL programs are located in the accompanying *WorkSource Pierce Program Complaint Resolution Policy Handbook* located on the WorkForce Central [Policy Library](#).



Separately, procedures for filing and processing *discrimination complaints*¹ are located in WorkForce Central’s *Discrimination Complaint Process Policy* and accompanying *WorkSource Pierce Discrimination Complaint Process Handbook*, also located on WorkForce Central’s [Policy Library](#).

This policy clarifies the difference between a customer “concern” and a customer “complaint”, explains the difference between program and discrimination complaints, provides standard expectations for processing customer concerns and formal complaints, and describes the minimum requirements for referring program complaints to WorkSource Pierce system partners for additional processing and resolution.

The oversight responsibilities of WorkForce Central is also clarified when receiving complaints from “other interested parties affected by the local workforce development system, include One-Stop partners and service providers” as described in 20 CFR 683.600(c)(1).

POLICY:

WorkForce Central’s Oversight of the Program Complaint System

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

- Establishes the role of at least one WorkSource Pierce system program complaint coordinator² who is responsible for logging and tracking all local program complaints pursuant to this policy.
- Establishes the local Equal Opportunity (EO) Officer the responsibility of tracking and processing local discrimination complaints.
- Establishes a system to log and track program complaints to support resolution.
- Requires an effort to informally resolve customer concerns at the lowest level possible before they escalate to a formal written complaint.

¹ **Discrimination Complaint:** Alleged violation of law that prohibits discrimination against any individual on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability political affiliation or belief, or for any beneficiary of, applicant to or participant in programs financially assisted under Title I of WIOA, on the basis of the individual’s citizenship status, or participation in any WIOA Title I financially assisted program, or activity. Washington State law also prohibits discrimination in employment and public accommodation based on citizenship or immigration status, families with children, marital status, sexual orientation, honorably discharged veteran or military status, and the use of trained guide dog or service animal by a person with a disability.

² **System Program Complaint Coordinator:** WorkForce Central’s designated point of contact for the WorkSource Pierce system or for each WorkSource Center, affiliate specialized or connection site. The site’s System Complaint Coordinator is responsible for facilitating the initial process, promoting coordination to resolve all program complaints, and forwarding discrimination complaints to the WorkForce Central or State Level Equal Opportunity Officer for processing.

- Establishes an expectation that the various WorkSource Pierce program complaint representatives³ will cooperate and collaborate when complaints present allegations involving multiple partners.
- Requires an assurance from all WorkSource Pierce program partners that the WorkSource Pierce 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 accompanying *WorkSource Pierce Program Complaint Resolution Policy Handbook* located on the WorkForce Central [Policy Library](#)).

Concerns vs Complaints

Concerns are a verbal or written expression of dissatisfaction. A concern does not allege a violation of a law, regulation, policy, or nondiscrimination laws. Concerns are not required to be logged or tracked and should be resolved at the lowest level possible.

A **program complaint** is a written, signed allegation that falls under the jurisdiction of a core, required, or additional program partner as defined in the accompanying WorkSource Pierce Program Complaint Resolution Policy Handbook. It alleges a violation of a law, regulation or policy related to these programs but does not involve discrimination. Program complaints must be filed within one year of the incident with the exception of Wagner-Peyser program complaints which must be filed within two years of the incident.

Resolving Customer Concerns

Customer concerns must be addressed promptly and processed informally at the lowest level possible. Concerns must be referred to the appropriate program complaint coordinator but do not require the formal logging and tracking that is required of a complaint.

Resolving Customer Complaints

All WorkSource System partner programs 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 complaint allegations, not based on associations other than funding sources. Collaboration is essential when a complaint presents allegations that cross jurisdictional boundaries. All WorkSource Pierce system partners are expected to collaborate and be responsive to the needs of all WorkSource customers.

³ **Program Complaint Representative:** Designated program staff who are responsible for processing complaints associated with their program.



The accompanying *WorkSource Pierce Program Complaint Resolution Policy Handbook* describes the processes for receiving and resolving customer program complaints pertaining to each of the required DOL programs.

Confidentiality

The identity of complainants and any persons who furnish information relating to or assist 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.

REFERENCES:

- WIOA Section 181(c)
- 20 CFR 651
- 20 CFR 653.107-.109
- 20 CFR 658, subpart E
- 20 CFR 683.600 - .650
- 29 CFR 38
- WIOA Section 188
- Training and Employment Notice (TEN) 08-23

WorkForce Central is an equal opportunity employer/program. Auxiliary aids and services are available upon request for individuals with disabilities. Washington Relay Service – 711.