



WORKSOURCE CONCERN AND PROGRAM COMPLAINT POLICY

Policy Number: 303, Revision 2

Effective Date: July 1, 2021

Date Last Revised: August 23, 2023

I. PURPOSE:

The purpose of this policy is for South Central Workforce (SCW) to encourage prompt resolution of all customer concerns and program complaints and outline minimum expectations for coordination among partners.

II. BACKGROUND:

This policy establishes:

- the standard expectations for processing concerns and program complaints
- minimum requirements for referring program complaints to partners for additional processing and resolution
- distinct definitions of a “concern” and a program “complaint”

III. POLICY:

1. Concerns

Concerns (as defined in Section C. Definitions of this policy) must be processed at the lowest level to encourage the prompt and informal resolution of concerns.

2. Program Complaint Process

- a. The SCW will appoint a WorkSource Program Complaint Coordinator whose contact information can be found [here](#). They are responsible for the oversight of the program complaint process.
- b. Each WorkSource partner will appoint program contacts as necessary for each program and/or office and provide the name and contact information to the Program Complaint Coordinator.
- c. All WorkSource partners must provide an assurance that the Program Complaint Coordinator will be informed of all local program complaints (as defined in Section C.

Definitions of this policy) concerning WorkSource centers, affiliate sites, and connection sites from point of entry to resolution.

- d. The Program Complaint Coordinator and partner complaint contacts shall collaborate when program complaints present allegations involving multiple partners.

3. Program Complaint Coordinator Procedure

The Program Complaint Coordinator must ensure the complainant has been provided the South Central Program Complaint Form for WIOA Title IB programs (Attachment A).

- The Program Complainant Coordinator is responsible for logging, tracking, and oversight of all local program complaints.
- The log must be stored in a secure location and contain:
 - Name and contact information of the complainant
 - Name of staff handling the program complaint
 - Description of the program complaint
 - Date of the program complaint

WIOA Title I, Wagner-Peyser, and TAA programs are required to follow the minimum program complaint processing requirements contained in Attachment B [WorkSource Program Complaint Handbook](#).

IV. DEFINITIONS:

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 program complaint (i.e., logging, tracking, etc.). Concerns should be resolved at the lowest level possible.

Program Complaint - Program complaints allege a violation of a law, regulations or policy connected to WIOA, Wagner Peyser, or TAA programs, but do not allege discrimination. All program complaints must be filed within one year of the alleged date of the incident (except Wagner-Peyser, which requires the complaint to be filed within two years of an incident).

Program Complaint Coordinator – The SCW’s designated single point of contact, the ISD Coordinator, for each WorkSource Center, affiliate, or connection site. The sites’ Program Complaint Coordinator is responsible for facilitating the initial process, promoting coordination to resolve all program complaints, and forwarding discrimination complaints to the SCW or State-Level EO officer for processing.

REFERENCES:

WorkSource State Policy 1012, Revision 2
WorkSource State Policy 1017

Attachment A: South Central Program Complaint Form
Attachment B: WorkSource Program Complaint Handbook