WORKSOURCE CONCERN AND PROGRAM COMPLAINT POLICY

Policy Number: 303, Revision 4
Effective Date: July 1, 2021
Date Last Revised: April 30, 2026

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 to outline minimum expectations for coordination among partners, consistent with the region's Memorandum of Understanding (MOU) and WorkSource System Policy 1016, Revision 2.

II. BACKGROUND

This policy establishes:

- Standard expectations for processing concerns and program complaints
- Minimum requirements for referring program complaints to WorkSource Partners for additional processing and resolution
- Distinct definitions of a "concern" and a program "complaint"
- Coordination expectations aligned with the MOU and SCW's integrated WorkSource System structure

III. POLICY

A. 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. Partners must coordinate resolution efforts consistent with the communication and collaboration expectations outlined in the MOU.

B. Program Complaint Process
1. The SCW will appoint a staff member as the WorkSource Program Complaint Coordinator whose contact information can be found here. They are responsible for the oversight of the program complaint process.
2. Each WorkSource Partner will appoint Program Complaint Representatives as necessary for each program and/or office and provide the name and contact information to the Program Complaint Coordinator.

3. All WorkSource Partners must ensure that the Program Complaint Coordinator is informed of all local program complaints (as defined in Section C. Definitions of this policy) concerning all certified WorkSource centers, from point of entry to resolution, consistent with WorkSource System Policy 1016, Revision 2, and SCW WS Policy 300.
4. The Program Complaint Coordinator and Program Complaint Representatives shall collaborate when program complaints present allegations involving multiple partners.
5. Any complaint alleging discrimination must be routed immediately to the EO process described in SCW WS Policy 308 and WorkSource System Policy 1017.

C. 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 Complaint Coordinator is responsible for logging, tracking, and overseeing all local program complaints. All complaint records must be retained for a minimum of three years.
- 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
- The Program Complaint Coordinator must provide written acknowledgment to the complainant within the timelines required under WorkSource System Policy 1012, Revision 3, including acceptance or rejection of the complaint and next steps.
- All program complaints must be resolved or elevated within 60 days.
- Complainants must be informed of their right to elevate unresolved complaints to the state or federal level after 60 days.

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 core, required, or additional partner 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).

WorkSource Program Complaint Coordinator: The SCW's designated single point of contact for the workforce development area for each WorkSource center. The center's 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 (per SCW WS Policy 308).

Program Complaint Representative: Staff designated by program and/or office with the responsibility for processing complaints. A representative may also be designated by the One-Stop Operator (OSO), who initially assists all customers interested in filing a complaint at a local WorkSource center and determines the partner(s) program's complaint jurisdiction if a complaint is subsequently filed.

REFERENCES

- South Central Workforce Development Memorandum of Understanding (MOU)
- SCW WS Policy 300
- SCW WS Policy 308
- TEN 08-23
- WorkSource System Policy 1012, Revision 4
- WorkSource System Policy 1016, Revision 2
- WorkSource System Policy 1017

ATTACHMENTS

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