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## COMPLAINT POLICY

- 1.0 **Purpose.** The purpose of this document is to establish a consistent method for handling complaints made in the Northwest Pennsylvania Workforce Investment Area (NW170).
- 2.0 **Scope.** This procedure pertains to complaints that are brought to the attention of the RCWE staff concerning customers of the various activities funded through the Northwest Pennsylvania Workforce Investment Area or PA CareerLink Operators, Partners, or Site Administrators.
- 3.0 **Responsibility.** It is the responsibility of the recipient of the complaint to follow the procedure set up below, to ensure proper resolution of the complaint.
- 4.0 **Procedure.**
  - 4.1 **Receiving a complaint:** When a customer either calls or appears in person at the RCWE office with a complaint, the individual should be referred to the Equal Opportunity Officer. If the EO Officer is not available, the staff member taking care of the customer should gather all the information regarding the complaint and pass it along to the EO Officer. If the complaint requires immediate resolution, the member of staff should either gather the information to pass along to the appropriate source, or refer the customer directly to the appropriate source.
  - 4.2 **Gathering Information:**
    - 4.2.1 Using the Complaint Form, gather as much information surrounding the incident as possible, as this will help in conducting the follow-up on the complaint.
    - 4.2.2 Make sure to acknowledge and restate the complainant's concern. This demonstrates you have been listening, that you understand their concern, and that you are personally interested in getting their problem resolved.
  - 4.3 **Disseminating the complaint information:**
    - 4.3.1 All complaints need to be handled immediately, contact the appropriate source or the next in charge by phone to report the incident right away.
    - 4.3.2 If the complaint concerns a CareerLink issue, the complaint information will be gathered and forwarded to the site administrator for handling. The complainant will be advised that their complaint is being referred to someone who can resolve the problem, and they are also advised that if they are not satisfied by the actions that were taken, they should call the EO Officer back for help in filing a written complaint.
    - 4.3.3 If the complaint concerns WIA services, the complaint information will be collected and immediately referred to the contractor for resolution. The complainant will be advised that their complaint is being referred to someone who can resolve the problem. They are also advised that if they are still not satisfied by the actions that were taken, they should call the EO Officer back for help in filing a written complaint. If the complaint concerns an Equal Opportunity (EO) issue of discrimination, the complaint procedure for EO shall be followed.



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#### **4.4 Keeping records:**

- 4.4.1 A copy of the complaint should be kept in a file at the RCWE office.
- 4.4.2 If the complaint is not resolved at the site or contractor level, the EO Officer will assist the client in filing a written complaint. The complaint will be submitted to the WIB Chair or to the state. The resolution will be documented and kept on file in the RCWE office.
- 4.4.3 If the complaint is an EO issue, records will be kept according to the EO policy.
- 4.4.4 A complaint log should be kept electronically for the purpose of using consistent methods for handling issues.

#### **4.5 PA CareerLink Operator/Partner/Site Administrator Procedure:**

- 4.5.1 The process outlined below is applicable to general complaints and not issues related to EO. All EO complaints will follow the separate EO policy.
- 4.5.2 Individual complaints from PA CareerLink staff should follow their organization's complaint policy. Complaints that encompass multiple PA CareerLink staff which could cause a significant negative impact on the function of the PA CareerLink will be addressed through a meeting of the CEO, EO Officer and the WIB Executive Committee as outlined below.
- 4.5.3 PA CareerLink Operators, Partners, or Site Administrators who have a general complaint will first meet with the Operator Consortium and EO Officer in an effort to resolve the complaint.
- 4.5.4 In the event the complainant is not satisfied and the complaint still remains unresolved, the complainant may then file a complaint in writing with the EO Officer. The EO Officer will notify the CEO, who will contact the WIB Chair and schedule a hearing with the WIB Executive Committee within thirty (30) days of receiving the written complaint.
- 4.5.5 A decision will be rendered in writing by the WIB Executive Committee within ten (10) working days of the hearing.

#### **5.0 Definitions.**

Appropriate source – The appropriate source will be either the site administrator of the CareerLink where the issue originated or the member of the Operator Consortium representing the partner who is providing the service.

Complaint information – This is the information that is gathered on the Complaint Form.

#### **6.0 Reference Documents**

FORM – 500 Complaint Form



*Northwest PA Workforce Investment Board*



*Regional Center for Workforce Excellence*

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## **7.0 History.**

Name	Date	Rev. Level	Description of Change	Effective Date
L. Hall	9/13/2002	A	New policy	
L. Hall	9/26/2002	B	Header change, update content	
Deb O'Neil	2/13/2009	C	Update logo, EO Officer, update content	7/01/2009

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