



# Montgomery County Workforce Investment Board

Policy: **Initial Customer Complaint Policy**

Effective Date: July 1, 2012

Policy Number: 2012-01

**SUBJECT: Initial Customer Complaint Policy**

**PURPOSE:** To ensure customers expressing initial interest in filing a complaint can be assisted by any partner in a MontgomeryWorks site and referred to the appropriate contacts. A complaint is defined as a written and signed document alleging violation of Wagner-Peyser, WIA Title I-B, or Trade Act regulations and /or federal, state, or local nondiscrimination laws.

**REFERENCES:** DLLR Policy 1-03 and all references incorporated therein.

**EFFECTIVE DATE:** July 1, 2012

**ACTION REQUIRED:** Within 15 days of the receipt of this policy it is the recipients' responsibility to ensure all staff are informed of the policy and to create an internal process to ensure accountability, including identifying initial complaint contacts.

**POLICY:** Customer complaints, either a program complaint or a discrimination complaint, arising within the MontgomeryWorks One-Stop system shall be handled in accordance with all applicable laws, policies, organizational agreements, and regional protocols. This policy will be followed by all partners who have signed the Partners Memorandum of Understanding (MOU). In general, complaints arising regarding program services shall be referred to the appropriate organization's designated staff person (i.e., complaint contact) who will make a report regarding the resolution of that complaint to the One-Stop operator.

Complaints arising from customers' use of universal services or non-program services shall be forwarded to the WIB Director and, if a particular employee is involved, their organization's manager, who in turn, shall forward a resolution report to the WIB Director. If it is a confidential personnel matter, a general statement of resolution will be forwarded. Complaints regarding issues of equal access or equal opportunity shall be forwarded to the EO Officer of the WIB, who shall report on the resolution to the WIB Director.

The attached flow chart outlines the steps that shall be followed when an initial customer complaint is received by the on-site complaint contact. All customers will be immediately assisted in filing a complaint and will be informed of their right to do so. Under no circumstances will staff discourage a customer from filing a written complaint.

**Additional Requirements:**

1. Complaint Log

A complaint log will be kept by each program partner as stipulated in their own policies and procedures.

## 2 . Data and Information Collection and Maintenance

The WIB and its partners will comply with the data and information collection and maintenance requirements as outlined in all corresponding State and Federal laws.

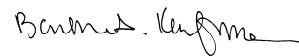
## 3. Complaint Processing Procedures

In accordance with DLLR Policy 1-03, the WIB's Equal Opportunity Officer has developed and published complaint processing procedures, and a system is in place to record such complaints. This policy may be found at <http://dllr.maryland.gov/employment/wifi/wifi1-03.doc>

### **Approved:**

**May 9, 2012**

Date of Board Approval



Barbara Kaufman, WIB Director

# Initial Customer Complaint Flow Chart

All local Montgomery Works partners know to refer a customer interested in filing a complaint to the one-stop complaint contact(s). One-stop complaint contacts must be physically located at each Montgomery Works site.

## On-Site One-Stop Complaint Contact

- Immediately assists customers interested in filing a complaint.
- Informs customer of their right to file a complaint.
- May resolve the allegation informally if the customer chooses not to file a complaint and the resolution is consistent with locally agreed procedures and applicable program policy/law.
- If the on-site complaint contact is not the Center Manager, determines complaint jurisdiction if customer chooses to file a complaint.
- Refers customer to Program Complaint Contact or other complaint contact, if appropriate.

WIA  
Complaint  
Contact

ES  
Complaint  
Contact

EO  
Complaint  
Contact

Other  
Complaint  
Contact