



## INITIAL CUSTOMER COMPLAINT PROCEDURE

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### EFFECTIVE DATE:

**REFERENCE:** State Policy #1012 and Local One Stop Guidance 10-04

**PURPOSE:** To ensure customers expressing an initial interest in filing a complaint can be assisted by any SkillSource staff member. All SkillSource staff will be able to identify the appropriate complaint contacts and refer customers interested in filing a complaint.

### PROCEDURE:

- Customers expressing an interest in filing a complaint (alleging a violation of WIA Title I-B and /or federal, state or local nondiscrimination laws) to a SkillSource staff member will be referred, using existing referral practice i.e. phone and/or in person contact, to one of SkillSource's Initial Complaint Contacts on site.
- If Initial Complaint Contact is not available, staff member may contact a designated back-up.
- The Initial Complaint Contact meets with the customer to understand the nature of the complaint, inform them of their right to file a complaint, then determines program jurisdiction.
- Initial Complaint Contact notifies the appropriate program manager(s) who then completes the complaint resolution with the customer according to their established program complaint procedures.

SkillSource has designated one Initial Complaint Contact and two back-up Complaint Contact(s):

- Susan Adams – Center Manager
- Sheila Biedert – Training Consultant (Adult Program – backup)
- Christy Mataya – Training Consultant (Youth Program – backup)

### TRAINING:

SkillSource staff will be trained on the SkillSource procedures by the Center Manager and/or by respective supervisors using the following:

- Copy of Initial Customer Complaint LOG 10-04 and State Policy #1012 and Directive 09-89
- Copy of SkillSource Procedures
- SkillSource Complaint Flow Chart
- Names of initial contact and back-up persons and phone numbers

SkillSource Center Manager and/or supervisor(s) will document staff trainings with meeting agenda and minutes indicating staff members present at training.

# SkillSource

## Initial Complaint Procedure Flow

