



## **Customer Concern and Complaint Resolution**

### Spokane WorkSource System Policies and Procedures **POLICY WS803 Revision 3**

**Effective Date:** March XX, 2026

## **1. Background**

Federal law and regulations require procedures for handling program complaints alleging violations of laws, rules, and policies for programs that are part of the Workforce Innovation and Opportunity Act (WIOA) or WorkSource one-stop system. This policy specifically applies to the following U.S. Department of Labor programs:

- WIOA Title I-B
- Wagner-Peyser Employment Service
- Jobs for Veterans State Grant
- Reemployment Services and Eligibility Assessment
- Trade Adjustment Assistance
- Foreign Labor Certification

Separately, policies and procedures specific to discrimination complaints are found in [WorkSource System Policy 1017, Discrimination Complaint Processing Policy and Handbook](#).

This policy establishes delineation between program and discrimination complaints, provides standard expectations for processing customer concerns and formal complaints, minimum requirements for referring program complaints to partners located in the Spokane WorkSource system for additional processing and resolution, and provides distinct definitions of a customer "concern" and a customer "complaint".

The oversight responsibility of the Spokane Workforce Council (SWC) is also clarified when dealing with complaints from "other interested parties affected by the local workforce development system, including One-Stop partners and service providers" as described in 20 CFR 683.600(c)(1).

## **2. Definitions**

- **Concern** – Any verbal or written expression of dissatisfaction other than alleged violations of program or nondiscrimination rules or laws. Concerns must be referred according to the requirements in WorkSource System Policy 1012, Customer Concern & Complaint Resolution, but do not require the same formal process as a complaint (i.e., logging, tracking, etc.). Concerns should be resolved at the lowest level possible.
- **Discrimination Complaints** - Alleged violations of law(s) that prohibit discrimination against any individual on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, or for any beneficiary of, applicant to, or participant in, programs financially assisted under Title I of WIOA, on the basis of the individual's citizenship status, or participation in any WIOA Title I-financially assisted program or activity. Washington State law also prohibits discrimination in employment and public accommodation based on citizenship or immigration status, families with children, marital status, sexual orientation, honorably discharged veteran or military status, and the use of a trained guide dog or service animal by a person with a disability.

Discrimination complaints are processed in accordance with [WorkSource System Policy 1017, Discrimination Complaint Processing Policy and Handbook](#).

- **Local System Complaint Coordinator(s)** – The designated point(s) of contact for the Spokane WorkSource System for each WorkSource Center, affiliate, specialized, or connection site. The site's System Complaint Coordinator is responsible for facilitating the initial process, promoting coordination to resolve all program complaints, and forwarding discrimination complaints to the Spokane Workforce Council's or State-Level Equal Opportunity (EO) officer for processing (per [WorkSource System Policy 1017, Discrimination Complaint Processing Policy and Handbook](#)).

- **Program Complaint** – The submission of a written and signed allegation that falls under the jurisdiction of a core, required, or additional program partner as noted in the WorkSource Program Complaint Handbook. 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 be filed within two years of an incident).
- **Program Complaint Representative** – Staff designated by program with the responsibility for processing complaints. LWDB EO officers or the State-Level EO officer serve as complaint contacts for discrimination complaints (see [WorkSource System Policy 1017](#), Discrimination Complaint Processing Policy and Handbook). A representative may also be designated by the One-Stop Operator that initially assists all customers interested in filing a complaint at a local WorkSource office and determines partner(s) program's complaint jurisdiction if a complaint is subsequently filed.

### 3. Policy

#### a. **Spokane Workforce Council Oversight of the Concern and Complaint System**

In its oversight capacity, the SWC maintains the following local procedures:

- Local System Complaint Coordinator** – The SWC has designated the WorkSource Spokane One-Stop Operator as the local system complaint coordinator who is delegated the responsibility of logging and tracking local complaints pursuant to [WorkSource System Policy 1012](#), Customer Concern & Complaint Resolution.
- Local Equal Opportunity (EO) Officer** - The local EO officer is delegated the responsibility of tracking and processing local discrimination complaints (see [WorkSource System Policy 1017](#), Discrimination Complaint Processing Policy and Handbook). The local EO officer for Spokane can be found on [here](#).
- The WorkSource Spokane One-Stop Operator is required to cooperate and collaborate when complaints present allegations involving multiple partners.
- To ensure the prompt and efficient handling of customer feedback, all staff and partners must make a concerted effort to resolve customer concerns informally at the lowest level possible before they escalate into formal, written complaints.
- The SWC utilizes the program complaint processing requirements contained in the handbook for [WorkSource System Policy 1012](#).

### 4. Action Required

Service providers are required to implement and comply with the requirements contained within this policy and the referenced WorkSource System Policy 1012.

### 5. References

- [WIOA Section 181\(c\)](#)
- [20 CFR 651](#)
- [20 CFR 653.107-109](#)
- [20 CFR 658, subpart E](#)
- [20 CFR 683.600-650](#)
- [29 CFR 38](#)
- [Training and Employment Notice \(TEN\) 08-23](#)
- [WorkSource System Policy 1012, Customer Concern & Complaint Resolution](#)
- [WorkSource System Policy 1017, Discrimination Complaint Processing Policy and Handbook](#)

### 6. Supersedes

- SWC Policy WS803 Revision 2

Revision History:

WS803 R2 – March 2019

WS803 R1 – March 2014

WS803 – June 2011