COMPLAINT RESOLUTION, EQUAL OPPORTUNITY, and NONDISCRIMINATION

POLICY #: 2004 Revision 5

Original Policy Date: 8/28/2013
Effective Revision Date: 7/10/2026

Purpose:
To provide one policy with links to each relevant systemwide policies for resolution depending on type of complaint. Also provide equal opportunity (EO) and nondiscrimination principles and the enforcement of those principles in the administration and operation of the programs and activities under its oversight.

Background:
Federal law and regulations require procedures for handling complaints alleging violation of WIOA Title 1, Wagner-Peyser, and Trade Adjustment Assistance (TAA) laws. All recipients under WIOA Title I are responsible for ensuring EO and nondiscrimination in programs and activities funded in whole or in part under WIOA.

Policy:
A. Customer Concern and Complaint Resolution Policy 1012 Revision 4

WSW's priority is the health and safety of the staff and customers. System customers must abide by the Code of Conduct posted in the Center(s) or risk being banned from the Center(s) in accordance with WSW policy. Staff must abide by employee code of conduct or their personnel handbook. Any inappropriate behavior witnessed by staff must be immediately reported to the Complaint Coordinator or done so anonymously by completing this online form.

WSW and system partners will follow this procedure for handling **program complaints, issues, or concerns**:

- The WSW service area also has an anonymous option to file an issue or concern. Customers or employees may click here for that option. Any customer who witnesses inappropriate conduct may report it anonymously, verbally, or in writing. Verbal or in writing may be sent to the Complaint Coordinator or Local EO Officer. The submitted online form is sent to the Complaint Coordinator for processing.
- WSW appoints one WorkSource Complaint Coordinator (the One-Stop Operator) and one Youth System Complaint Coordinator (NEXT Director) who is responsible for the oversight of the complaint throughout the process. The Complaint Coordinator will lead the complaint procedure and will consult program supervisors as necessary for each program and/or office. They will also notify the

Local EO Officer when a formal complaint is filed against any WorkSource system program. Notification must be made within 24 hours.

- The Complaint Coordinator will act as the first point of contact to the complainant and is responsible for logging, tracking, and overall oversight of all local complaints.
- It is the expectation of WSW that the Complaint Coordinator and program supervisors (if necessary) shall collaborate when complainants present concerns involving multiple system partners. The collaboration will also include the other Complaint Coordinator and/or Local Equal Opportunity Officer, if necessary.
- WSW requires that all WorkSource or NEXT partners provide an assurance that the Complaint Coordinator will be informed of all local complaints concerning WorkSource Centers, Affiliate Sites, Connection Sites or Next Centers, from point of entry to resolution. The Complaint Coordinator will keep the Local EO Officer informed throughout the process.
- All WorkSource and NEXT partners will make an effort to resolve customer complaints, issues or concerns at the lowest level possible while still achieving satisfactory resolution for the complainant.
- All WorkSource and NEXT system partners are required to follow the minimum complaint processing requirements contained in the WorkSource Program Complaint Handbook for WIOA Title 1, Wagner-Peyser, and TAA.
- The Local Equal Opportunity Officer is responsible for logging, tracking, and processing local discrimination complaints.
- Program complaint logs must be made available to the Local EO Officer, State EO Officer, or ESD Monitoring team when asked. The log must be stored in a secure location with limited access and contain name of complainant, contact information, name of staff handling, description of the complaint, date of complaint, name of program complaint is alleged, outcome/resolution, and date of resolution. This log will be reviewed annually during monitoring.
- Follow State Policy 1012 Revision 4 for additional guidance and procedures.

B. WorkSource System Discrimination Complaint Processing Policy 1017

In its oversight capacity for **discrimination complaints**, WSW and system partners will follow this procedure:

- The Local Equal Opportunity Officer is responsible for logging, tracking, and processing local discrimination complaints.
- Complaints will be processed using the requirements outlined in the WorkSource System Discrimination Complaint Processing Handbook.
- Discrimination complaint log must be made available to the WSW CEO and State EO Officer when asked. The log must be stored in a secure location with limited access and contain name and contact information of complainant, description of the complaint, prohibited factor basis, date of complaint, date of response, date sent to state, outcome/resolution, and date of resolution.
- Follow State Policy 1017 for additional guidance and procedures.

C. Equal Opportunity and Nondiscrimination Policy 5402 Revision 3

- Washington is committed to providing equal opportunity and equal access in WIOA Title I programs and services to all individuals.
- Follow State Policy 5402 Revision 3 for additional guidance and procedures.

Supersedes:
All of these documents have been superseded by this policy and the accompanying handbooks.

WSW Policies:
- **2004 Revision 4 Complaint Resolution Policy effective 02/26/2026**
- **2004 Revision 3 Complaint Resolution Policy effective 09/14/2022**
- 2004 revision 1 and 2 Complaint Resolution
- Complaint Handbook dated July 2013

State Policies/Guidance:
- WorkSource Policy 1012, Revision 1 and Handbook
- WIOA Policy 5402 Revision 2 dated 12/12/18

References:
See individual policies for resources and reference links.

Website:
https://workforcesw.org/results-and-data/policies#OperationsPolicies

Attachments:
Attachment A: Customer Concern and Complaint Resolution Policy 1012 Revision 4
Attachment B: WorkSource System Discrimination Complaint Processing Policy 1017
Attachment C: Equal Opportunity and Nondiscrimination Policy 5402 Revision 3
Attachment D: WorkSource Program Complaint Handbook
Attachment E: WorkSource System Discrimination Complaint Processing Handbook