



Policy Number: 1170

Effective Date: January 30, 2026

CUSTOMER COMPLAINT POLICY

A. BACKGROUND

This policy clarifies Workforce Snohomish expectations for prompt resolution of all customer concerns and complaints, including complaints regarding discrimination, outlines minimum expectations for coordination among partners and clarifies Workforce Snohomish's oversight role in the complaint system.

B. POLICY

All partners located at WorkSource Snohomish centers, affiliates or connection sites must process customer concerns and complaints immediately to ensure timely resolution. At a minimum, WorkSource Snohomish partners must be able to direct job seekers interested in filing a complaint to the appropriate local complaint contact to ensure compliance with the appropriate authorizing legislation, regulation, and/or state law for the funding stream that has jurisdiction over the complaint. Jurisdiction is based on funding stream that pays for the function related to the concern or complaint. Each WorkSource Snohomish partner is responsible for the outcomes of customer concerns and complaints that fall within their jurisdiction.

The Operator of WorkSource Snohomish County system must:

- Establish that the WorkSource Snohomish County EO Officer is delegated the responsibility of tracking and processing all local discrimination complaints;
- Identify at least one complaint coordinator and a back-up, who is responsible for tracking all program complaints within the WorkSource Snohomish system;
- Designate a local system complaint contact and a back-up complaint contact at each center and affiliate site to appropriately route complaints to the appropriate partner complaint contact;
- Coordinate all aspects of a program complaint when a complaint involves multiple complaints, multiple complaint processes, and/or multiple agencies with investigative authority;

- Ensure informal resolution of customer concerns about programs, when possible (except in cases of discrimination complaints);
- Ensure that WorkSource complaint posters are displayed in visible areas where customers most commonly gather at centers, affiliates and connection sites.
- Follow the complaint processing requirements contained in the Program Complaint Handbook for Title 1, Wagner-Peyser, and TAA program complaints; and in the Discrimination Complaint Handbook for discrimination complaints.
- Ensure staff and complaint contacts immediately notify a customer alleging a violation of program law or regulations, or discrimination law or regulation, of their right to file a written complaint.
- Ensure that each WorkSource Snohomish partner follows this policy which shall be attached to the Memorandum of Understanding and incorporated by reference.
- Ensure that each local system complaint contact is trained in the initial customer concern and complaint resolution process, can identify partner complaint contacts, and is able to appropriately refer and track the resolution of complaints.
- Ensure that staff and complaint contacts have been trained in the relevant process(es) and filing requirements as well as the timelines for referring and/or resolving complaints and maintain documentation of training participation.
- Ensure that program complaints and discrimination complaints are not processed together but are formally resolved as separate complaints.
- Maintain and be able to provide, with reasonable notice, documentation of all program complaints and all discrimination complaints referred to the Workforce Snohomish EO Officer or ESD.

WorkSource partners will follow the procedure outlined in the Workforce Snohomish Program Complaint Handbook for handling customer concerns and program complaints, and the procedures outlined in the Workforce Snohomish Discrimination Complaint Handbook for handling customer discrimination complaints.

If a discrimination complaint is filed that contains allegations against individuals, WorkSource centers, etc. that are in more than one LWDB, the LWDB EO Officer may collaborate with their counterpart in the other LWDB or with the State-Level EO Officer to process the complaint.

C. DEFINITIONS

- **Complaint** – The submission of a written and signed allegation that falls under the jurisdiction of WIOA Title 1, Wagner-Peyser, TAA, and/or Non-Discrimination requirements as noted in the Handbook. At a minimum, complaints must contain the following information:
 - The name and contact information of the job seeker filing a complaint;
 - Identification of individual(s) or organizations(s) against which the complaint has been made;
 - A description of the allegations, which must include enough details to determine the jurisdiction of the complaint and the date(s) the alleged incident(s) took place; and
 - Signature of the job seeker or authorized representative of the job seeker making the complaint and date.

- **Complaint Contact** – The individual designated by the Site Operator(s) to process complaints. WorkSource Snohomish Equal Opportunity officer or the State Equal Opportunity Officer may serve as a complaint contact for discrimination complaints. A contact may also be appointed by the Operator(s) 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.
- **Complaint Coordinator** – The WorkSource Snohomish designated single point(s) of contact for the WDA or each WorkSource Center and Affiliate Site. The site’s Complaint Coordinator is responsible for facilitating the initial process and promoting coordination to resolve all complaints.
- **Concern** – Any verbal expression of dissatisfaction or any written expression of dissatisfaction other than alleged violations of program or non-discrimination rules or laws. Concerns must be referred but do not require the same formal process as a complaint (i.e., logging, tracking, etc.). Local processes may include additional requirements.
- **WorkSource Snohomish County Operator** – Workforce Snohomish is the designated operator of the WorkSource Snohomish County system. A One Stop Operator is competitively procured and works under the functional supervision of Workforce Snohomish and adheres to the requirements prescribed in 20 cfr 678.620 and 20 cfr 678.625.

References

- WorkSource System Policy 1012 Revision 2
<https://storemultisites.blob.core.windows.net/media/WPC/adm/policy/1012-2-3.pdf>
- WIOA Title 1 Policy Number 5402, Revision 3 Equal Opportunity and Nondiscrimination
<https://storemultisites.blob.core.windows.net/media/WPC/adm/policy/5402-3.pdf>
- Workforce Snohomish Nondiscrimination and Equal Opportunity 1060
<https://www.workforcesnohomish.org/policies/documents/pol1060.pdf>
- WorkSource System Policy 1017 – Discrimination Complaint Processing Policy
<https://media.multisites.wa.gov/media/WPC/adm/policy/1017-2.pdf>

Supersedes:

- Memorandum #13-05

Attachments

- Workforce Snohomish Program Complaint Handbook – Attachment A, rev. July 29, 2013 https://www.workforcesnohomish.org/googleapi/getpdf.aspx?id=1whsQIWDnWWVFg519QVCQbxOlnwq_55DW

Workforce Snohomish Discrimination Complaint Processing Handbook – Attachment A,
<https://media.multisites.wa.gov/media/WPC/adm/policy/attachments/1017%20Discrimination%20Complaint%20Processing%20Handbook%20PDF.pdf>

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