

DEPARTMENT OF WORKFORCE DEVELOPMENT  
DIVISION OF EMPLOYMENT AND TRAINING  
ADMINISTRATOR'S MEMO SERIES

ACTION 10-10  
 NOTICE

ISSUE DATE: 05/20/2010  
DISPOSAL DATE: Until Rescinded

\*PROGRAM CATEGORIES:

AS  FL  ML  TR  
 CR  IT  RA  WIA  
 FM  JC  TC  YA  
 LM  TA

**To:** Workforce Development Board Directors, Job Center Managers and Job Service Supervisors

**From:** Ron Danowski  
Division Administrator



**RE:** Job Center Complaint Coordinator System

**PURPOSE:** Provide Updated Information on Wisconsin's Job Center Complaint Coordinator System

**RESCISSION:** ADM 08-01 02/13/2008

**BACKGROUND:** Section 121(d) of Title I of the Workforce Investment Act of 1998 (WIA) established the federal requirement that services and benefits under WIA be delivered through a one stop delivery system, known in Wisconsin as Job Centers.

Section 181 of the Act requires that,

"Each State and local area receiving an allotment under this title shall establish and maintain a procedure for grievances or complaints alleging violations of the requirements of this title from participants and other interested or affected parties."

Section 188 of the Act provides applicable nondiscrimination statutes and regulations be adjudicated through the procedures which the State and local area establish.

In September of 1998, Wisconsin, in conjunction with other partner agencies, implemented a system of centralized point of contact for anyone visiting a Job Center to go to with a complaint.

\*PROGRAM CATEGORIES:

AS--Apprenticeship  
Standards  
CR--Civil Rights

FM--Financial Management  
Requirements  
FL--Foreign Labor Certification  
IT--IT Systems  
JC--Job Center

LM--Labor Market  
Information  
ML--Migrant Labor  
RA--Refugee Assistance  
TC--Tax Credit Programs  
TA--Trade Assistance

TR--Transportation  
WIA--Workforce  
Investment Act  
YA--Youth Apprenticeship

This system was called the Job Center Complaint Coordinator System (JCCCS). Complaint Coordinators referred complaints or acted as a conduit to make sure the complainant gets the resources they need, based on the type of complaint or particular program involved. Each Job Center was provided with Complaint Coordinator Posters showing English, Spanish and Hmong translations to display prominently at the site.

Since then periodic updates of the Complaint Coordinators have been done, and the role of the Complaint Coordinator has been reviewed for needed updates. This communication is a follow up on ADM08-01 issued on 02/13/2008. A variety of changes in the configuration of the system including additions, deletions and reassignments of staff among Job Center Partner agencies implemented over the past year and one half require us to now resurvey the system to reflect the current configuration of staff assigned to the Complaint Coordinator function.

We request that the Workforce Development Boards with assistance from partner agencies provide us with current information in the next thirty days.

**POLICY:** Wisconsin's JCCCS will be utilized in Job Centers to provide a centralized point of contact for anyone visiting a Job Center to go to with a complaint. The Workforce Development Boards are responsible for assigning a Complaint Coordinator for each Job Center, for assuring that the Complaint Coordinator is knowledgeable of their roles and responsibilities as outlined in the attached document, and for assuring that the Complaint Coordinator Poster is prominently displayed in each Job Center.

**ACTION SUMMARY STATEMENT:** Workforce Development Boards must ensure the Complaint Coordinators in their Job Centers are appointed and knowledgeable of their role, and that the Job Center Complaint Coordinator Poster is prominently displayed at their Job Centers. If training or technical assistance is necessary related to this memo, contact:

William A. "Bill" Franks, Jr., Equal Opportunity Officer  
Division of Employment and Training  
Department of Workforce Development  
201 East Washington Avenue, Room G100  
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This policy is located at <http://dwd.wisconsin.gov/det/adminmemos/pdf/2010/1010.pdf>

**Attachments:**

- A. Job Center Complaint Coordinator Roles and Responsibilities
- B. Job Center Complaint Coordinator Poster