

Attachment A

Department of Workforce Development Division of Employment and Training Roles and Responsibilities of the Job Center Complaint Coordinator

1. What is the Complaint Coordinator's (CC) role?

The CC serves as a centralized point for anyone visiting or working at the Job Center to go to with any kind of complaint. Complaints could range from serious harassment to potholes in the parking lot. The CC will listen to the complaint and refer the complaint to the proper resource. The CC's will not be expected to do anything beyond referral; they will not be the person who resolves the complaint. Many complaints need to follow existing formal complaint/appeal procedures. The CC is the conduit to make sure the complainant gets to the resource they need based on the type of complaint or the particular program involved.

2. Why is the Complaint Coordinator important?

The CC provides a single point of contact regarding complaints so that customers are not referred back and forth. This is an important key in providing good customer service.

The CC helps customers navigate a process that could otherwise be confusing, mishandled, or ignored and consequently lead to bigger problems. The CC provides easy customer access to information and ensures coordination between partner agencies of the Job Center when customers have concerns about the services available.

3. How do Partner Agency Staff in a Job Center Learn Who is the Complaint Coordinator for the Site and their Role?

The CC needs to inform all Partner Agency Staff in the Job Center of their role as the CC. The CC needs to establish a method for orienting new Partner Agency Staff working at the Job Center on the role of the CC so that all Partner Agency Staff in the Job Center are knowledgeable of in the event a customer comes to them with a complaint.

4. What if the Complaint Coordinator is not in the Job Center at the time a complaint arises?

The CC needs to inform all Partner Agency Staff in the Job Center of their role as the CC and brief all the Partner Agency Staff on how to handle a complaint if the CC is not at the site.

One person may be the CC for more than one Job Center; therefore, Partner Agency Staff must be knowledgeable of the process.

5. What impact would the additional duty have on the Complaint Coordinator's job duties and position description?

It is not expected that the CC role would be a major portion of an individual's position. Depending on the volume of activity or the circumstances, there could be a need to include the duty in the CC's position description. DWD has not developed standardized language or position time percentages for the CC function. Job Centers can develop their own language and percentages as necessary.

6. Would the CC be involved in formal complaint, appeal or hearing procedures?

It is not expected that the CC would participate in formal procedures; instead, the persons designated to handle the formal process for their agency/program would continue to do so. The CC function is to direct customers with complaints to the appropriate contact. It is possible that information obtained by the CC may be relevant to a subsequent formal procedure and the CC may be asked to provide information. Persons acting as CC's who are also responsible for formal procedures for specific agencies/programs should take care not to compromise their ability to render decisions if the complaint is one in which they are or may be involved as a decision maker.

7. Does having a CC function mean that Job Centers will need a standardized complaint process for all agencies/programs?

Each agency/program has its own specific statutory or contractual requirements that it must follow. Job Centers do not have to use a single process for all agencies/programs nor should they implement procedures that interfere with the timely resolution of formal procedures.

Job Centers are encouraged to look at their formal procedures from the customer's viewpoint and identify ways to ensure that customer complaints are handled effectively. As targeted programs become more integrated into Job Centers, the State will be increasingly looking at civil rights compliance and equal employment opportunity issues.

8. Who needs to be informed if a Complaint Coordinator Changes?

The Workforce Development Board Equal Opportunity Coordinator of the newly assigned CC must inform all Partner Agency Staff in the Job Center as well as the Equal Opportunity Officer in Bureau of Program Management and Special Populations, Division of Employment and Training of the new CC for a site.

William A. "Bill" Franks, Jr., Equal Opportunity Officer
Division of Employment and Training
Department of Workforce Development
201 East Washington Avenue, Room G-100
P.O. Box 7972
Madison, Wisconsin 53707
Telephone: (608) 266-6889
TTY: (608) 275-1165
Fax: (608) 261-6968
william.franks@dwd.wisconsin.gov