

Employment Services (Labor Exchange)
Customer Complaint Process
LE Policy#44 Issued 6/28/12019
Revised 1/21/2020

Delaware American Job Center Customer Complaint Process

Purpose: In accordance with 20 CFR § 658.400 governing the Complaint System for the Wagner-Peyser Act Employment Service (ES) at the State level and as part of DOL Customer service protocols this procedure will outline the process to accept, process, resolve and report timely on customer complaints in the local American Job Center (AJC).

Procedure: Customers may make a complaint at the local AJC by completing the ETA Form 8429 complaint form/complaint section only. (See attached). Complaints shall be categorized as Employment Service (Against Employer, Against AJC/Staff), employment conditions, employee, environment, or Non-Employment Related Law, (Employer Non-Payment, Wage Discrimination). The complaint form shall require the name of the person making the complaint, designation as a MSFW or Non-MSFW, date and time of concern, specific detail to describe the nature of the complaint, preferred contact information, desired resolution and a signature. The completed form shall be given to any AJC Employment Services Specialist, Supervisor or Area Operations Manager. Customers designated as MSFW Complainants are to be referred to the State Monitor Advocate to process directly.

The following complaints shall be referred immediately to the State Workforce Agency Administrator for appropriate action, hearing and or referral to an enforcement agency (I.E. Industrial Affairs, EEOC) through established reporting protocols.

- Discrimination
- Complaints from another State

Note: Incomplete forms shall not be processed.

Upon receipt, the ESS/DOL Employee shall sign acknowledging receipt and date of complaint and give to the local Area Operations Manager (AOM). Upon receipt, the AOM will review and investigate the complaint within 5 business days and respond to the customer in writing/via email. The AOM may contact the customer as needed to clarify the complaint to support understanding of the concern and resolution.

Tracking: The AOM will log the complaint on LE Form # 15 Customer Complaint Log located on the AOM drive for the local AJC. The SMA shall also provide MSFW complaint data to this form.

Reports: Complaints and dispositions shall be provided Quarterly (15 days after the completion of the Quarter) to the AJC/Employment and Training Administrator (E and T). The E and T Administrator shall

provide report of numbers of complaints received (only) at the completion of the Quarter as described above.

Public Notice of the AJC Complaint Process including the form will be updated on Delaware Job link in the resources TAB under General Resources heading and via public postings (flyers) in all local AJC's by **January 24,2020.**

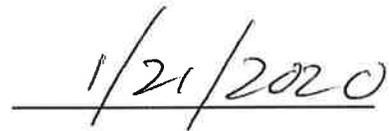
Training of this procedure revision will be held prior to distribution with all E and T employees via DET Management Representatives, annually for all employees and upon hiring of new employees. As part of the training, employees receiving the training shall be required to sign to acknowledgement of the AJC Complaint Process Procedure.

This policy update supersedes LE Policy #44 issued on June 28,2019.

DOL Authority: Stacey Laing, Director

A handwritten signature in cursive script, appearing to read "Stacey Laing", written over a horizontal line.

Issued 6/29/2019

A handwritten date "1/21/2020" written in cursive script over a horizontal line.

Date:

Revised January 21, 2020