

MARICOPA COUNTY  HUMAN SERVICES DEPARTMENT Workforce Development Division	SECTION/REFERENCE	PAGE 1 OF 2
	ORIGINAL ISSUE DATE August 2010	REVISION DATE June 2012
	AUTHORIZED BY: Patrick Burkhart, Assistant Director	
SUBJECT: Career Center Complaint Procedure		ADDENDA:

Purpose:

This procedure defines the process for receiving, reviewing, documenting and acting on customer complaints, excluding alleged discrimination (see Discrimination Complaint Policy and Procedures) or denial of WIA training funds (see Grievance Process for non-discrimination complaints). A customer complaint is defined as any written or verbal communication from a customer that is addressed to any staff member or partner that expresses dissatisfaction with a service provided by MWC and requires further investigation and possible corrective action. Complaints include, but are not limited to, staff interactions, technology or facility issues, quality of service, and media descriptions.

Responsibility of:

1. The center coordinator has the responsibility to review each complaint in accordance with this procedure and ensure appropriate action is taken.
2. Operations managers and center coordinators are to ensure that all employees and partners are properly trained on this procedure.
3. All employees and partner staff have the responsibility to understand and implement this procedure.

Process Description:

1. Any MWC employee or partner staff can receive a customer complaint. Phone calls, faxes, e-mails, letters and interpersonal conversations are all forms of customer complaints.
2. The person who receives the complaint will email or deliver the following information in writing to the center coordinator by the end of the same business day:
 - a. A brief summary of the complaint, including causes and actions taken
 - b. Any supporting documents
 - c. The name and contact information of the complainant.
3. In the event that the center coordinator is unavailable, such as on leave, the responsibilities of the center coordinator in this policy will fall on the second in command.
 - a. Within two business days of receiving the complaint, the center coordinator will:
 - b. Complete an initial review of the complaint and, if applicable, contact a partner supervisor to work with the center coordinator to resolve the complaint.
 - c. Request any necessary additional information from the staff person communicating the complaint.
 - d. Document the complaint in the customer complaint log.
4. Gather information needed for the resolution of the complaint from the complainant.
5. The center coordinator will review the information, interview pertinent persons, and communicate the findings to appropriate partner supervisors before making a determination regarding the complaint and any necessary plan of corrective action.

6. The center coordinator will inform the complainant and all other pertinent parties of the resolution of the complaint within seven working days of the complaint.
7. The center coordinator will ensure that any plan of corrective action regarding the complaint is implemented in a timely manner, and that documentation of corrective action is added to the complaint file.
8. All records of the complaint, including supporting evidence, will be maintained on site for six years from the date of receipt.