CWP Policy/Procedure INTERIM POLICY
Topic: Customer Complaint Policy/Procedures, Revision 8/15/2005
Number: 06-02 **Effective Date:** 8/15/2005
Applies to: CWP Service Providers
Approved by: CWP Chief Operating Officer
Definitions: None **Other Policy references: None**

POLICY

The Capital Workforce Partners (CWP) and its contracted agencies seek to maintain a high level of customer satisfaction for all individuals involved in CWP contracted programs. However, since misunderstandings can occur in any program situation, a complaint procedure is available to help address concerns. This complaint procedure is not a method for requesting changes in CWP or contracting agency policies toward individuals. This policy is applicable to all participants, staff and vendors working with CWP programs at affiliated agencies or CT Works One Stop locations. It is the responsibility of contractors to make their staff, participants and vendors aware of this procedure.

This policy also outlines the formal grievance and complaint procedure for WIA participants, vendors and staff regarding alleged non-criminal violations of the requirements of WIA in the operation of local WIA programs and activities.

PROCEDURE

Step 1: Informal Resolution

CWP agency staff and/or contracting agency vendor and/or participants resolve the complaint informally. The agency management staff will hear the concerned party's issues and reach a decision. That decision will be communicated informally (orally) to the concerned party. If the complaint can't be resolved informally, proceed to step 2.

Step 2: File Written Complaint

If the participant, vendor or staff member is involved in CWP contract-related activities, he or she should file a brief (one page) written complaint to the agency's program manager. The concerned party should give a clear, detailed statement of the complaint, the name of any persons involved, and documents in support, if applicable. The concerned party should also state the specific action desired regarding the complaint and the reason why this action should be taken.

Step 3: Program Manager Decision

The Program Manager will investigate and gather facts from all individuals involved in the complaint.

A written response and decision will be forwarded within five (5) calendar days from the receipt of the complaint to the concerned party. The contracted agency should also provide a copy to the CWP Program Director for the file.

Step 4: CWP President Decision

If a customer, staff member or vendor wishes to initiate an appeal of the decision received on a complaint, he or she should submit a brief written request to the CWP President/CEO within five (5) calendar days of receiving the written decision from the agency Program Manager.

The CWP President or designee will have the option of arranging a meeting to review the complaint with the concerned party. The CWP President or designee will respond in writing to the complaint, and the decision will be forwarded to the individual within five (5) calendar days.

Step 4: Impartial Hearing

Customers, staff or vendors have the right to file a written grievance or complaint at any time within one hundred and eighty (180) calendar days of an alleged violation of the requirements of WIA in the operation of local programs and activities. The filing of a written grievance will be considered as a request for an impartial hearing. The written request should be sent to:

Thomas L. Phillips, President & CEO
Capital Workforce Partners
One Union Place
Hartford, CT 06103

CWP will arrange a Hearing with an impartial hearing officer will be scheduled and conducted 30 days of filing of a grievance or complaint. After the Hearing is conducted, the Hearing officer will issue a written decision within 60 calendar days of the filing of the grievance or complaint. CWP will provide technical assistance to complainants in this process.

Step 6: Appeal to CT Department of Labor

If a customer, staff member or vendor wishes has not received a decision within 60 calendar days of filing the grievance or complaint, or has received an unfavorable decision, he or she can request a state hearing of a local decision regarding a grievance or complaint. He or she must submit a written request to the CT Department of Labor within one-hundred and twenty (120) calendar days of filing the initial grievance or complaint. Appeals should be addressed as follows:

Director of Employment & Training
Connecticut Department of Labor
200 Folly Brook Boulevard
Wethersfield, CT 06109

Participants in WIA programs should be provided a copy of this procedure upon enrollment into services, and sign their acknowledgement of receiving this policy. Agency staff members should receive a copy of this policy and acknowledge for their personnel file.

_____	_____
Participant Signature	CWP/WIA Provider Representative
_____	_____
Date	Date