



Arkansas Workforce Center at Little Rock

Standard Operating Policy and Procedure (SOP)

LITTLE ROCK WORKFORCE DEVELOPMENT BOARD 5401 South University Ave, Ste 146, Little Rock, AR 72209 Tel: 501-682-0228/TDD: (800) 250-6691 Directive Number POL 2018 Complaints Grievance Date of Issuance/Impact POLICY IMPACT December 6, 2018 One Stop Career Center Operator Effective Date Immediately

REFERENCE

WIOA § 3(24)

PURPOSE

This policy establishes procedures for processing both services related and discrimination complaints of our customers, staff, and partnering agencies.

PROCEDURES

The Arkansas Workforce Center at Little Rock is committed to serving customers that the Workforce Development Act of 2014 requires. This policy applies to:

1. WIOA eligible participants seeking assistance in locating a job, or training as needed to upgrade skill levels to qualify for a better job; 2. Employers in the Little Rock Metropolitan Area that are seeking assistance in locating and placing the most-qualified employees as possible; 3. LRWDB staff, Arbor E&T, LLC/Rescare or Partner Agency.

Staff is defined as any full or part-time employees of Arbor E&T, LLC dba Rescare or persons receiving employment related training under the supervision of Arbor E&T, LLC dba Rescare staff.

Partner agencies are those agencies who, either through a Memorandum of Understanding (MOU) or those defined in Section 121(b), provide services to our mutual customers.

The Arkansas Workforce Center at Little Rock is prohibited from discriminating on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief. This policy applies to the Center itself, staff, or any agency the Center contracts with for the delivery of services.

It is the policy of the Center that when a complaint is filed, the following steps shall be taken to ensure compliance with the rules set forth in the law.

Complaints that are found to be a result of discrimination MUST be brought to the attention of the area Equal Opportunity Officer for their disposition.

Local Level EEO/HR Representative Little Rock Workforce Development Board 5401 S. University Ave, Ste 146 Little Rock, AR 72209 PH: 501.682.8038

TDD/TTY: (800) 250-6691

INFORMAL COMPLAINT PROCEDURES

- 1. When a customer, staff member, or partner agency makes a service related complaint to a staff member, that person will work to immediately resolve the issue.
- 2. If the staff member is unable to resolve the complaint to the person's satisfaction, the staff member will take the complainant to their immediate supervisor.
- 3. If the immediate supervisor is unavailable or unable to resolve the complaint to the person's satisfaction, the supervisor or staff member, when the supervisor is unavailable, will take the complainant to their Program Manager.
- 4. If the Program Manager is unavailable to or unable to resolve the complaint to the person's satisfaction the Program Manager, supervisor or staff member, when the Program Manager is unavailable, will contact the Human Resources Representative.
- 5. A customer, staff member, or partner agency's complaint will be considered satisfied when their needs are met, and they verbally acknowledge their satisfaction.
- 6. Should a customer, staff member, or partner agency not be satisfied with the results, they will be invited to file a formal complaint.

FORMAL COMPLAINT PROCEDURES

- 1. Any formal complaint made by a client may be filed verbally, by telephone, or e-mail, but once received by a staff member, must be recorded in writing for processing using the Grievance Form (attachment a).
- 2. The EEO/HR Representative will maintain a "complaint log" (attachment b).
 - a. All formal complaints, regardless of point of origin, must be recorded in the complaint log.
 - b. The EEO/HR Representative will either process the complaint directly when related to services or pass to the Executive Director of the Little Rock Workforce Development Board when discrimination is alleged.
 - c. Prior to a decision being rendered, a review and approval of the recommended course of action(s) to resolve the complaint will be made by the Arbor E&T, LLC/Rescare Human Resources Representative.
 - d. A monthly report (attachment b) will be submitted by the Arbor E&T, LLC/Rescare Program Director to the LRWDB Executive Director outlining the number of complaints, areas of concern, resolution, and follow-up action(s).

- 3. The decision regarding the formal complaint must be rendered within 14 business days or as soon as reasonable/practical to ensure a comprehensive investigation.
- 4. Should the customer, staff member, or partner agency not be satisfied with the resolution of the Workforce Center, they may file a complaint within 30 days to the Little Rock Workforce Development Board.

Executive Director Little Rock Workforce Development Board 5401 S. University Ave, Ste 146 Little Rock, AR 72209 PH: 501.683.3843

TDD/TTY: (800) 250-6691

Contact Person W. J. Monagle, Executive Director	Expiration Date Indefinite
Authorized By	Resolved
Bryan Day, Chair	

Policy Review Date: 12/6/18

GRIEVANCE FORM: Attachment A

This form is to be used by the employee/partner/customer in filing a formal grievance. It must be filled in completely and will serve, without amendment, as the source document for the grievance process. All supporting documentation must be attached to this form.

Na	me: Job Title/Services Sought:
	ork Location:aff or Partner Agency Use Only)
	mediate Supervisor's Name:
Gı	ievance Respondent:
	GRIEVANCE STATEMENT
	order for a formal grievance to be processed, the following four elements must be dressed: (Attach additional pages if needed)
1.	What was the date of occurrence and what specific behavior, condition or violation of policy or procedure occurred which you consider constitutes a grievance?
2.	How have you been adversely affected by this grievance situation?
3.	For Employees, Partner Agencies or Customers - What specific action have you taken to reconcile and improve this situation, including discussing it with your immediate supervisor? What has been the outcome of these efforts?
4.	What specific remedy do you expect?
Gı	ievant's Signature:

Arkansas Workforce Center at Little Rock Complaint Log Attachment B

Name:	Date of Complaint:	Complaint Received By:	Complaint:	Resolution:	Follow-Up: