



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	SUBJECT
POL 2018 Complaints Grievance	Complaints / Grievance Procedures
Date of Issuance/Impact	POLICY IMPACT
December 6, 2018	One Stop Career Center Operator
Effective Date	Revision 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 Bryan Day, Chair	Resolved

Policy Review Date: 12/6/18

