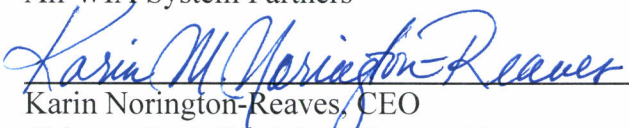


**Workforce Investment Act Policy Letter No. 2013-PL-01**

To: All Workforce Centers
All Sectors Centers
All Delegate Agencies
All Certified Training Providers
All WIA System Partners

From: 
Karin Norington-Reaves, CEO
Chicago Cook Workforce Partnership

Subject: Customer Complaint Policy for WIA Title I Program

Date: April 1, 2013

Purpose:

To inform Workforce Investment Act (WIA) funding recipients of the policy and procedures for filing grievances and complaints alleging violations of the WIA program, as well as to comply with the policy issued by the State.

References:

Workforce Investment Act of 1998; Final Rule
20 CFR 667.600, Subpart F
DCEO WIA Policy Letter No. 04-05

Background:

The Workforce Investment Act mandates the development of policy and procedures for the filing of complaints and grievances of program customers. The customer complaint policy applies to WIA **program complaints only**, such as specific complaints about the service providers' services, activities, case management efforts and ability to provide appropriate WIA services.

Each WIA Title-I funded service provider must adhere to this complaint policy. The Chicago Cook Workforce Partnership will request that service providers file regular reports on any customer complaints which are received and resolved at the providers' level. These reports, formal complaints and attendant actions will be kept on file at the Chicago Cook Workforce Partnership for each provider.

This policy does not replace and should not be confused with the separate processes for filing Equal Employment Opportunity complaints, including complaints regarding Americans with Disabilities Act Amendment Act (ADAAA) employment compliance. Information about these processes must also be posted at each service provider's site