



Delaware Workforce Investment Board
100 W. 10th Street, Suite 707
Wilmington, DE 19801
302-761-8160

PROGRAM COMPLAINT PROCEDURE

It is the Delaware Workforce Investment Board's policy to handle all complaint issues in an expedient manner. The Division of Employment and Training acts as the One-Stop delivery service agent and contract manager. In order to achieve a user-friendly atmosphere, we will all work toward resolving all issues at the lowest level possible. If you have a problem in any aspect of the One-Stop delivery program, we would ask that you follow the steps below:

If you feel you have a program complaint that needs to be resolved, you may bring that issue to any one the four following points of contact:

- Local Office – “One Stop” Manager
 - Dover – (302) 857- 5860
 - Fox Valley – (302) 761- 8084
 - Georgetown – (302) 858 - 5235
 - Pencader – (302) 451 - 3469
 - Division of Employment & Training Complaint Officer – Beverly Benson at 761 -8087, email address: beverly.benson@state.de.us.
 - Contract Operation Unit - If the complaint is with one of our training contractors please notify the Help Desk at: [DOL DET CONTRACTOR Help@state.de.us](mailto:DOL_DET_CONTRACTOR_Help@state.de.us).
 - Workforce Investment Board – Gwendolyn Jones at 761-8161, e-mail address: gwendolyn.jones@state.de.us.
1. **Notification** – Once you have brought your complaint to one of the points of contact the individual receiving the complaint will notify the Division of Employment & Training Complaint Officer and the Director of the Delaware Workforce Investment Board within 24 hours of your complaint
 2. **Informal Resolution** – The Local office/contract staff will attempt an informal resolution. Up to five (5) workdays is allotted.
 3. **Complaint Officer** - If a resolution is unsuccessful after five (5) workdays, the matter will then **be reviewed by the Complaint Officer**, who at their discretion, may determine that the matter will be handled by the Complaint Officer at the Division of Employment & Training who will **also** notify the Workforce Investment Board of change in status. The Complaint Officer will then talk with you either in person or by telephone to make an attempt at an informal resolution within the following ten (10) workdays.

4. **Alternative Dispute Resolution** - The Complaint Officer may offer you the use of a method called Alternative Dispute Resolution (ADR). ADR is a method that provides an impartial facilitator to hear your issue in an informal setting with the party that you have the alleged issues. This is a voluntary procedure and both sides have to be agreeable to its use.

If the Complaint Officer does not take over the responsibility for the complaint, Local Office/ Contract staff will have an additional ten (10) days to finalize informal resolution.

5. **Identify your problem in writing** - If after fifteen (15) workdays, **and the problem remains unresolved, then you, the complainant should then put the complaint in a written format.** The Complaint Officer or its designee will offer to assist you, in putting the complaint in writing. The complaint must include the following information: (a) **Your** name, address and phone number (b) The nature of the problem (c) The relief requested (d) Any other information you believe would be relevant. The complaint may be **in any written format.** The complaint may be mailed to: Executive Director, DE Workforce Investment Board, **4425 N. Market Street**, Wilmington, DE 19801 or delivered in person to the same office, or e-mailed to: gwendolyn.jones@state.de.us. Once the Executive Director receives the written complaint, a notification of receipt confirming that the complaint has been received by the Executive Director will be mailed within five (5) workdays.
6. **Investigation/Fact Finding** - Upon receipt of the complaint, the Executive Director of the Workforce Investment Board **and/or** the Complaint Officer will review the complaint. The complaint will be assigned to an investigator who will do a fact finding review of the issues. Again this will include making contact with you about your complaint. The investigator will make contact with the complainant and the respondent about the issues in the complaint. Based on all of the data gathered the investigator will render a decision within 15 workdays from receiving all necessary information. If the Executive Director or the Complaint Officer is unable to resolve the complaint to the complainants' satisfaction, the complainant may request an appeal hearing before a review committee.
7. **Appeal Hearing** - If an appeal hearing is requested, the Executive Director/Complaint Officer will automatically forward any unresolved issues to the Delaware Workforce Investment Board (DWIB) and our Deputy Attorney General for review. The DWIB will send a notification that they have received your complaint. The DWIB will go over the issues and the decisions rendered in the complaint within fifteen (15) workdays. Again the complainant and the respondent may be contacted for an interview either in person or by telephone. **The decision of the DWIB will be final and binding.**

Specialist

Customer