



## Local Operating Procedure

<b>SECTION:</b> Employment Services	<b>PROCEDURE#:</b> LOP21	<b>PAGE 1 of 2</b>
<b>TITLE:</b> Complaint System Policy	<b>EFFECTIVE DATE: October 1, 2022</b>	

**DISTRIBUTION:** CareerSource North Central Florida Staff

**PURPOSE:** To establish guidance for CareerSource North Central Florida (CSNCFL) staff, volunteers, interns, and DEO employees located in CSNCFL facilities, whether they are on CSNCFL property or off site; partner agency staff located within CSNCFL facilities; program contractors; and other authorized users for the purpose of fulfilling requirements within the Employment Service Complaint-Resolution System.

**BACKGROUND:** CSNCFL adheres to DEO's policies and procedures surrounding the Employment Service Complaint-Resolution System and staff must be trained during onboarding and on an annual basis in order to maintain the standards.

**POLICY:** It is the policy of CSNCFL that all complaints regarding employment be handled in accordance with the policies and procedures established herein.

### **Procedures**

This policy is meant to supplement the DEO's [Employment Service Complaint-Resolution Handbook](#). Where there is a conflict between the policies below and the handbook, the handbook overrides. This policy expounds on the handbook by adding in procedures regarding onboarding new staff and recurring training, staff responsibilities, and quality assurance (QA).

### **Training**

As part of regular onboarding, new staff will be scheduled to attend training with the Complaint Specialist, who will explain the overall purpose of the system, as well as the specific responsibilities of the staff members and the Complaint Specialist.

In October of each year, the complaint specialist will conduct center-wide refresher training, covering the roles and responsibilities of all staff members, complete with a sign-in sheet, agenda, and handouts that will later serve as desk aids.

## **Responsibilities**

Responsibilities are broken down into those falling under the Complaint Specialist and those falling under all other staff members. It is the responsibility of all staff members to receive initial complaints from individuals about their employment. "Receiving" complaints is a matter of listening for clues as to the type of complaint and asking questions to discover more info.

For this purpose, the Complaint Specialist has created a decision matrix, which every staff member will be provided during onboarding and again during refresher training. The matrix is designed to clarify where staff's responsibilities end and the Complaint Specialist's begin, but if there are questions, it is up to staff members to seek clarification before working with individuals.

The majority of complaints received can and should be handled by staff alone and does not require the attention of the Complaint Specialist. As indicated on the handout/desk aid, most complaints will simply involve logging the information, providing an FAQ, and referring the individual to the Equal Opportunity Office for further processing.

Occasionally, the Complaint Specialist will need to be notified of a complaint requiring his/her attention. In such cases, and when the Complaint Specialist is not on-site and available, do not provide the Complaint Specialist's contact info; instead, gather the complainant's info and forward it to the Complaint Specialist.

In rare instances, both the staff member and the Complaint Specialist will have to be involved with receiving the complaint, primarily in instances of potential or actual human trafficking. The staff member, who has likely built a rapport with the complainant, should notify the Complaint Specialist but remain with the complainant, continuing to gather information or serve as a relay.

## **Quality Assurance**

On the first working day of each month, the Complaint Specialist will collect the Complaint Logs from both the Gainesville and Starke centers, scan them, and email them to the Quality Assurance (QA) team. The QA team will review the logs for accuracy and ensure appropriate follow-up actions are underway, if any are required.

By the 5th working day of the month following the end of a quarter, the Complaint Specialist will compile the logs and send them to the QA team for final review. If there are MSFW or employment service-related complaints for the quarter, the QA team will then forward the logs to the Senior Monitor Advocate (SMA).

OFFICIAL SIGNATURE



PHYLLIS MARTY  
Chief Executive Officer