

## **Complaint Procedure**

### **General Complaints and Discrimination Complaints**

The PA CareerLink® Chester County has established procedures for resolving complaints. These procedures will help maintain open communication and successful operations. The following information is to be available to all customers and is provided during General Orientation sessions and/or upon customer request.

Individuals, specific classes of individuals, staff or authorized representatives may file general complaints, and/or complaints/allegations of discrimination regarding PA CareerLink® Chester County issues under the following guidelines:

#### **General Complaints**

*What is a General Complaint? A general complaint is an expression of dissatisfaction when an employee believes that the administration of a policy, procedure, rule or condition of employment has resulted in unfair treatment.*

When you and your PA CareerLink® Chester County Representative cannot informally resolve an issue, please use the following formal Complaint Procedure:

1. Contact in writing, the PA CareerLink® Chester County Site Administrator. You must do this within 180 days of the alleged violation. The written complaint must contain the details regarding the date, time, location and names of individuals involved of the complaint in order to be properly reviewed:

Site Administrator  
PA CareerLink® Chester County  
Oaklands Corporate Center  
479 Thomas Jones Way, Suite 500  
Exton, PA 19341

2. The PA CareerLink® Chester County Site Administrator will work with all PA CareerLink® Chester County staff necessary to resolve the complaint. The PA CareerLink® Chester County Site Administrator will promptly and thoroughly investigate the situation and will take immediate corrective action if appropriate. A written outcome and resolutions will be completed within ten (10) business days and mailed to you at the postal address listed on your registration.
3. If the complaint is not resolved to your satisfaction at the local level, notify the Executive Director of the Workforce Development Board (WDB) in writing and describe prior efforts to resolve the complaint and attach any prior correspondence with the PA CareerLink® Chester County Site Administrator.

## **Complaint Procedure**

### **General Complaints and Discrimination Complaints**

Notify the WDB Executive Director at:

WDB Executive Director  
Chester County Workforce Development Board  
Government Services Center, 601 Westtown Road, Suite 365, PO Box 2747  
West Chester, PA 19380

4. The Executive Director will promptly and thoroughly investigate the situation and will take immediate corrective action if appropriate. A written outcome and resolution will be completed within ten (10) business days and mailed to you.
5. To the extent possible, complaints and subsequent investigations will be handled in confidence. However, total confidentiality may not be possible if a complaint is to be resolved. In order to conduct a proper investigation, PA CareerLink<sup>®</sup> Chester County Representatives or others may be contacted and questioned.
6. It is policy that no staff member will prohibit or inhibit a participant from registering a complaint. It is also policy that there will be no retaliation toward a participant who registers a complaint or who becomes a witness in the investigation of a complaint.
7. If you register a complaint and believe it has not been satisfactorily resolved by the Executive Director, you may notify an appropriate investigating agency of the local, state, or federal government.

#### **Discrimination Complaints**

*What is a Discrimination Complaint? A discrimination complaint is based on race, color, religion, sex, national origin, age, disability, political affiliation or belief and citizenship status as lawfully admitted immigrant authorized to work in the United States.*

When you believe you have been discriminated based on one of the areas above:

1. Contact in writing the Equal Opportunity Liaison. You must do this within 180 days of the alleged violation. The written complaint *must* contain the following:
  - Name and Address of Complainant
  - Name and Address of the Person/Agency charged with the violation
  - Reason for the Complaint,
  - Date, Time and Location of the Violation

## Complaint Procedure General Complaints and Discrimination Complaints

Complaints should be sent the **EO Liaison** at:

**Jason Foster, EO Liaison**  
PA CareerLink® Chester County  
Oaklands Corporate Center, 479 Thomas Jones Way, Suite 500  
Exton, PA 19341

The EO Liaison will work with the complainant all parties involved to resolve the complaint. The Liaison will promptly and thoroughly investigate the situation and will take immediate corrective action if warranted or appropriate. A written outcome and resolutions will be completed within ten (10) business days from the completion of the investigation.

2. *Informal Conference* – if the initial meeting has not resolved the issue or if the complainant is still dissatisfied, the complainant has the right to request an Informal Conference. To request an Informal Conference, the complainant should notify the EO Officer in writing and describe prior efforts to resolve the complaint and attach any prior correspondence with the EO Liaison. The **EO Officer** is:

**Jeannette Roman, EO Officer**  
Chester County Department of Community Development  
Government Services Center, 601 Westtown Road, Suite 365, PO Box 2747  
West Chester, PA 19380

The EO officer will convene an Informal Conference within ten (10) business days of receipt of the request. The EO officer will thoroughly investigate the situation and will take the immediate corrective action if appropriate. A written outcome and resolutions will be completed within ten (10) business days after the Informal Conference. The written outcome and resolutions will be mailed to the complainant.

3. *Opportunity for a Hearing* – If the complainant is not satisfied with the results of the Informal Conference, he/she must inform the EO Officer within five (5) days of the EO Officer's findings and request a Hearing. The Hearing will be held before an

## **Complaint Procedure**

### **General Complaints and Discrimination Complaints**

impartial judge, appointed by the Chester County Department of Community Development.

Those individuals involved in the Hearing will be notified in writing of the date, time and place of the hearing. Both parties may utilize legal counsel and may produce witnesses and records. A written outcome and resolutions will be issued by the impartial judge within 30 days after the Hearing.

To the extent possible, complaints and subsequent investigations will be handled in confidence. However, total confidentiality is usually not possible if a complaint is to be resolved. In order to conduct a proper investigation, PA CareerLink® Chester County Representatives or others may be contacted or questioned.

It is policy that no staff member will prohibit or inhibit a participant from registering a complaint. It is also policy that there will be no retaliation toward a participant who registers a complaint or who becomes a witness in the investigation of a complaint.

4. *Notice of Recourse* - If you register a complaint and believe it has not been satisfactorily resolved by the EO Officer, you may file a complaint with the State EO office or the Civil Rights Center (CRC). You must file the complaint within 30 days of the date on which you received the written resolutions and outcome from the EO Officer.

The contact for the State EO office is:

Office of Equal Opportunity  
PA Department of Labor & Industry, 651 Boas Street, Room 1402, Harrisburg, PA 17121  
717-787-1182 or 800-622-5422, TDD/TTY: 800-654-5984 Fax: 717-772-2321

The contact for the Civil Rights Center (CRC) is:

Civil Rights Center (CRC)  
US Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210