



CLIENT COMPLAINT/APPEAL PROCEDURE

The Delaware Workforce Development Board (DWDB), in partnership with the Delaware Department of Labor, Division of Employment and Training (DOL-DET) will expeditiously handle all complaints. It is our joint goal to resolve all issues at the lowest level possible. If you have a problem in any aspect of the One-Stop system, please follow the steps below:

If you have a program complaint that needs to be resolved, you may bring that issue to the attention of the local “One Stop” manager by calling the following number(s) during normal business days, Monday through Friday:

Local Office Location	Local Office Contact Number
Dover	302 857-5860
Fox Valley	302 761-8084
Georgetown	302 858-5235
Pencader	302 451-3469

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 of Training Complaint Officer and the Executive Director of the DWDB within 24 hours.

Informal Resolution: The local office/contract staff will attempt an informal resolution within five (5) business days.

Complaint Officer: If the complaint is not resolved after five (5) business days, the matter will be reviewed by the Complaint Officer. The Complaint Officer will then contact you within ten (10) business days to schedule a face-to-face or telephone interview to develop an informal resolution.

Alternative Dispute Resolution: The Complaint Officer may use a method called Alternative Dispute Resolution (ADR). ADR provides an impartial facilitator and an informal setting to hear both sides of the complaint. This procedure is voluntary and both sides have to agree to its use.

Identify your problem in writing: If the problem remains unresolved after (15) business days, you must submit your complaint in writing to the DWDB. The complaint may be in any written format. Regardless, the complaint must include the following information:

- Your name
- Your address and phone number
- The nature of the problem
- The relief requested and
- Any other information you believe would be relevant

The complaint may be mailed to: William Potter, Executive Director, **Delaware Workforce Development Board, 4425 N. Market Street, 3rd Floor, Wilmington, DE 19802**. It may also be delivered in person or emailed to William.Potter@state.de.us The Executive Director will confirm receipt of the document within five (5) business days.

Investigation/Fact Finding: Upon receipt of the complaint, the Executive Director of the DWDB and/or Complaint Officer will review the complaint. The complaint will be assigned to an investigator who will do a fact finding review of the issues. The investigator will make contact with the complainant and the respondent about the issues. Based on all of the data gathered, the investigator will render a decision within (15) business days 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.

Appeal Hearing: If an appeal hearing is requested, the Executive Director and/or Complaint Officer will automatically forward any unresolved issues to the DWDB Deputy Attorney General. The DWDB will send a notification that they have received your complaint. The DWDB will go over the issues and the decisions rendered in the complaint within (15) business days. The complainant and the respondent may be contacted for an interview either in person or by telephone. **The decision of the DWDB will be final and binding.**

Other contact information: Below are three additional points of contact that may be involved in complaint resolution.

Contact Name & Title	Contact Email/Number
Ronald Hargrove-DOL E&T Complaint Officer	Ronald.Hargrove@state.de.us (302) 761-8092
*Contract Operation Unit	If complainant is with one of our training contractors, please notify the Help Desk at: DOL_DET_CONTRACTOR_Help@state.de.us
William Potter, Executive Director DWDB	William.Potter@state.de.us 302 761-8163