



Delaware Workforce Investment Board  
4425 N. Market Street  
Wilmington, DE 19802  
302-761-8161

## PROGRAM COMPLAINT PROCEDURE (Staff)

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 towards 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:

**The Staff member receiving the complaint 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](mailto: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](mailto: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 the complaint is not resolved after five (5) workdays, the matter will be reviewed by the Complaint Officer. The Complaint Officer will then talk with the complainant 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 use a method called Alternative Dispute Resolution (ADR). ADR is a method that provides an impartial facilitator to hear your issue along with the alleged party in an informal setting. This is a voluntary procedure and both sides have to be agreeable to its use.
  
5. **Identify your problem in writing** - If the problem remains unresolved after (15) workdays, the complainant must submit their complaint in writing. The Complaint Officer or its designee may offer to assist them with writing their complaint. The complaint may be in any written format.

The complaint must include the following information: (a) The Complainant's 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 mailed to: Executive Director, DE Workforce Investment Board, 4425 N. Market Street, Wilmington, DE 19802 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. 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.**