

Standard Work

Process Name – Eligible Training Provider List (ETPL) Complaints and Concerns

Effective Date: 12/07/2020

Revised Date: 02/16/2023

Purpose – WIOA participants often share concerns or complaints involving their training experience with their Career Advisors. Below are the procedures to be followed when addressing concerns brought to your attention.

Step (1, 2, 3...)	Process Step <i>(list of the critical process steps)</i>	Dialogue <i>(clear and simple descriptions, appropriate level of detail for the task)</i>
1	If complaint is identified as an EEO complaint, follow EEO steps. <i>If not applicable go to step 2.</i>	If the concern/complaint identified is of a discriminatory nature , notify the ETPL Coordinator immediately and follow the steps identified in the Equal Employment Opportunity (EEO) document shared with the participant. Please also review the ARIZONA@WORK City of Phoenix Non-Discrimination Policy and Equal Opportunity Policy in this occurrence .
2	Identify the nature and severity of the complaint	Assess the nature of each training related concern or complaint brought to your attention to determine the severity of the issue at hand. <i>*A Participant MUST attempt to resolve their concerns with the school in writing and share this documentation with their Career Advisor.</i>
3	Contact the training provider (school) by phone to resolve the complaint on the customers behalf	Many concerns are quickly and effectively resolved by phone, which is the first step that Career Advisors should take in addressing non-discriminatory matters. Please contact the training provider (school) and attempt to resolve the issues related to the complaint. Document all conversations with the training provider and if the complaint was resolved.
4	Speak with your Supervisor	The Career Advisor's supervisor should be involved in the process at this point to add additional support or provide suggestions towards resolution.
5	Contact the training provider (school) by email to resolve the complaint on the customers behalf	If unsuccessful in contacting the training provider (school) by phone, email is the next best method of communication in resolving concerns. Send an email to the training provider in an attempt to resolve the concern/complaint. Keep copies of all email communication.

6	If communication with the training provider (school) does not resolve concerns, customer completes Training Feedback Form	If the communication with the training provider (school) does not result in a positive outcome, the Training Feedback form should be completed by the participant and given to the Career Advisor. A copy of the Training Feedback form is attached to this Standard of Work.
6	Submit complaint to the City of Phoenix ETPL Coordinator	If the concern is still unresolved, the Career Advisors will then submit the completed Training Feedback form via email to the Eligible Training Provider List (ETPL) Coordinator ETPL@phoenix.gov . Be sure to include all documentation from telephone and email communication to the ETPL Coordinator, along with the Training Feedback Form and disclose any action taken to resolve the concern/issue. (This includes action taken by the participant, Career Advisor or their Supervisor) The Local ETPL Coordinator will provide notice by forwarding all complaint related materials to the State ETPL Coordinator and PBWD Board staff.
7	ETPL Staff will review complaint to determine further action	Training Feedback form and documentation will be reviewed by the Local ETPL Coordinator. The Local ETPL Coordinator will work with Program Managers/Career Advisors to address each concern in a timely matter. Depending on the nature of each concern, Local ETPL Coordinator may seek guidance from the State ETPL Coordinator.
8	Timelines for ETPL complaint resolution	Staff will work to resolve ETPL related complaints as quickly as possible and within 30 calendar days of receipt of the complaint. Action taken by the Local ETPL Coordinator may result in the removal of a training program from the ETPL and additional action may be imposed on a training provider (school) as determined by the State of Arizona ETPL Coordinator. Career Advisors will be provided progress updates throughout the investigation process until the complaint is resolved.

***Please note: Training Providers listed on the ETPL are required to uphold their agreement to provide training services to participants in the same manner in which they provide training services to non-WIOA participants. Career Advisors and Job Center Supervisors are encouraged to contact the Local ETPL Coordinator, ETPL@phoenix.gov, with any training-related concerns or issues.**