



Delaware Workforce Investment Board
4425 N. Market Street – Fox Valley
302-761-8160

APPEALS COMPLAINT PROCEDURE

Mission Statement: It is the Delaware Workforce Investment Board's (DWIB) policy to handle all complaints in an expedient manner. The Division of Employment and Training (DET) acts as our One-Stop delivery service agent. In order to achieve a user-friendly atmosphere, we will all work towards resolving complaints 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.

Four Step Complaint Procedure:

1. Identify your problem. Once you are prepared to articulate your problem, ask to speak to the Local Office Manager. The Local Office Manager will notify the Delaware Employment & Training office that a complaint has been received. If the local office is unsuccessful after five (5) workdays, the matter may be referred to the Division of Employment & Training Complaint Officer who will attempt informal resolution within the following ten (10) workdays. In cases of Contract Funding, DET Contract Management and DWIB staff will seek informal resolution within the ten (10) days).

2. Identify your problem in writing. If after the fifteen (15) workdays described above, your problem remains unresolved, it is time to state your complaint in writing. The complaint should include the following information: (a) Your 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 local office staff is available to assist you in the drafting of the written complaint, if necessary. The complaint must be mailed to: Executive Director, 4425 N. Market Street – Fox Valley, Wilmington, DE 19802. Once the Executive Director receives your written complaint, you should receive a response within ten (10) workdays. Other than calling to verify receipt, please allow the full ten (10) workdays for a response.

3. Executive Director will review your complaint. Upon receipt of the complaint, the Executive Director will investigate and make recommendations for resolution. An interview may be necessary to provide ample opportunity for resolution. The contact information provided on the written complaint will be utilized to reach you if an interview becomes necessary. If the Executive Director is unable to resolve the complaint, you may request a hearing before the appropriate committee.

4. Formal Hearing. The Executive Director will automatically forward any unresolved complaints to the appropriate committee for review. The committee will review the complaint within fifteen (15) workdays. The decision of the review committee is final.