

SFWIB CUSTOMER COMMENTS AND FEEDBACK POLICY

I. OF INTEREST TO

The Customer Comments and Feedback Policy should be of interest to members of the South Florida Workforce Investment Board (SFWIB), SFWIB staff, Contractors (Service Providers), Training Vendors, Businesses, customers/job seekers and Employees in Region 23 (Miami-Dade and Monroe counties).

II. SUBJECT

Customer Comments and Feedback of Services

III. PURPOSE

The purpose of Customer Comments and Feedback Policy is to provide all SFWIB stakeholders with details providing customers the opportunity to give feedback on services and rate customer satisfaction. Customer feedback on services provides insight used to create effective and practical solutions.

IV. STATUTORY AUTHORITIES

Workforce Innovation and Opportunity Act (WIOA), Public Law (Pub. L.) 113-128 section 101(d)(6) and 121(g)(1), enacted July 22, 2014, supersedes Public Law 105-220, Workforce Investment Act of 1998 (WIA) Florida Statutes, Title XXXI, Chapter 445, Workforce Innovation Act of 2000 Title 20 Code of Federal Regulations (Title CFR 20), DEO Administrative Policy 93

V. BACKGROUND

On February 2, 2017, CareerSource Florida issued Administrative Policy number 93, the purpose of which was to provide the minimum certification standards to be used in each one-stop career center, to ensure consistent quality service delivery in all local workforce development areas (local areas).

Administrative Policy number 93 mandates one-stop career centers maintain a system of continuous improvement in which local areas are required to establish policies and procedures that provide one-stop career center customers the opportunity to provide feedback on services provided and customer satisfaction

VI. CUSTOMER FEEDBACK APPLICATION

All customers can be directed to the "Contact Us" page of the CareerSource South Florida website (www.careersourcesfl.com) to leave their comments, questions or feedback for our services.

Contact can be made via email, phone, fax or mail with the information provided on the webpage. All inquiries will promptly be handled between the hours of 8:00 am and 5:00 pm, Monday through Friday, excluding public holidays

VII. GRIEVANCES AND APPEALS

If there is an issue with the level of service provided, a customer can take the following steps to rectify the grievance within the Center:

1. Address the issue with the Case Manager, Job Developer or an appropriate staff member at the center
2. Address the issue with the Case Manager's Supervisor or the Center Manager and
3. Request a review of your issue with the Center Director.
4. If after following these steps a customer is not satisfied, they can be directed to contact us by calling **305-929-1500**.

After following the steps outlined to rectify a grievance, a customer may click the link on the 'Contact Us' page regarding information to file a formal grievance

VIII. EXCEPTIONS

Exceptions to this policy, or any part thereof, must be approved in writing by the SFWIB Executive Director.