



# Mississippi Valley Workforce Development Board

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## CUSTOMER SATISFACTION SURVEY POLICY AND PROCEDURE

**APPROVED DATE: February 20, 2023**

**EFFECTIVE DATE: February 20, 2023**

### **PURPOSE**

The purpose of this policy and procedure is to outline the expectations of partners and the One Stop Operator regarding the customer satisfaction survey administered through Iowa*WORKS*.

### **BACKGROUND**

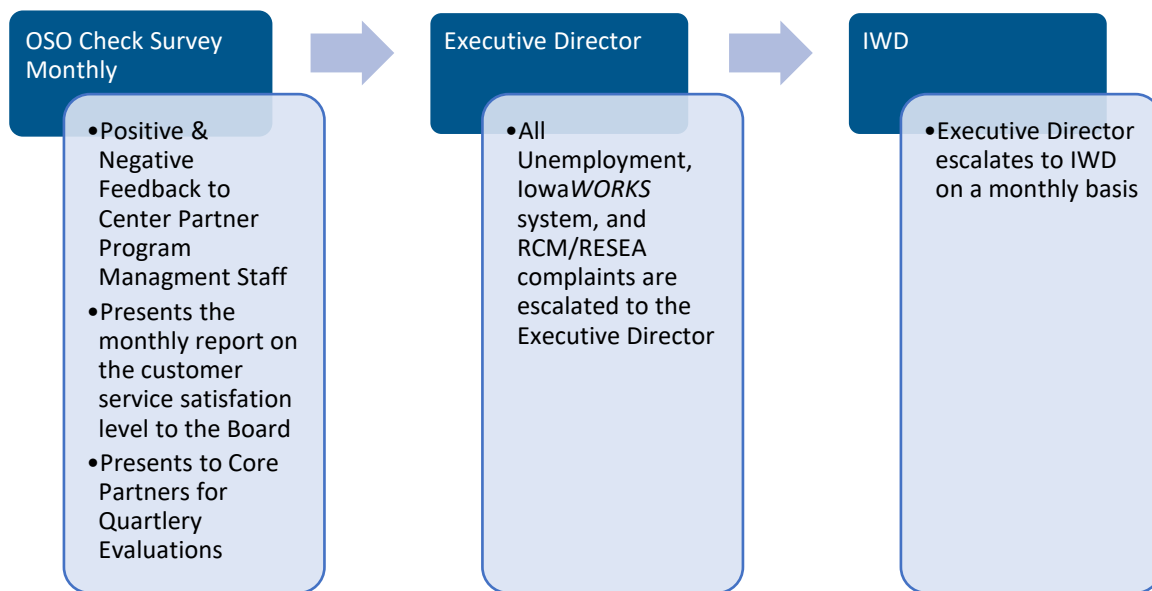
Local Workforce Development Boards are responsible for evaluating customer satisfaction levels in the Local Workforce Areas. Per the One Stop Certification standards the Iowa*WORKS* Centers must use customer feedback and data to assess and improve job seeker and employer satisfaction and the quality of services at the Center. This means that methods are in place to track customer satisfaction and feedback. These results are reported regularly to the local workforce development board and are used to refine service delivery within the center. The center maintains high customer satisfaction from job seekers and business customers as determined by the LWDB. Under WIOA local areas have two sets of customers: job seekers and businesses.

### **POLICY**

This policy will outline the frequency that survey data is to be reviewed and how complaints should be handled and who is responsible for contacting those individuals who would like to be contacted. The One-Stop Operator provides monthly reports to the MVWDB regarding customer satisfaction/quality of services to customers.

### **Job Seeker Survey Process**

1. The OSO will check the customer satisfaction response sheet monthly to check for newly completed surveys.
2. All positive and negative comments will be passed on to each center partner program management staff.
3. All complaints regarding unemployment claims, the Iowa*WORKS* system, and RCM programs will be directly given to the state to address on a monthly basis by the MVWDB Executive Director.
4. Monthly the OSO will provide a report on the customer satisfaction level, the number of surveys completed, and a list of all complaints received to the board.
5. The core partner team will evaluate customer feedback quarterly and use it to refine service delivery within the center.



#### **BUSINESS CUSTOMERS SURVEY PROCESS**

1. The designee monthly will send a survey out to business customers through the IowaWORKS system, other databases, QR codes, and links will be provided on IowaWORKS Business Outreach materials.
2. All positive and negative comments will be passed on to each center partner program management staff when identified.
3. All complaints regarding unemployment claims and the IowaWORKS system will be directly given to the state to address.
4. Monthly the designee will provide a report on the customer satisfaction level, the number of surveys completed, and a list of all complaints received to the board.
5. The Business Committee and local Business Service Teams will review this data quarterly to adjust service delivery and design as needed.