



**ONEWORKSOURCE**  
BUSINESS & EMPLOYMENT CENTER

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## **Customer Service Survey Policy Amended March 12, 2021**

### **REFERRAL:**

Customer Service Survey Procedures

### **POLICY:**

The North Country Workforce Development Board (NCWDB), through its North Country OneWorkSource Centers in Clinton, Essex, Franklin and Hamilton counties, thrive to provide superior customer service to its clients.

The Customer Service Survey is a tool that helps the organization evaluate the level of service and care provided by the North Country service providers and their staff to OneWorkSource Center customers via direct customer feedback.

The survey is used by the NCWDB to continuously improve service delivery through the region's workforce development system including:

1. WIOA-mandated OneWorkSource Centers' certification
2. Services provided by OneWorkSource Center Operators

The Customer Service Survey Policy applies to OneWorkSource Centers' service providers who offer the following WIOA services:

1. Title I
  - a. Adult
  - b. Dislocated Worker
  - c. Youth
2. Title II
  - a. Adult Education
3. Wagner-Peyser
  - a. Employment Services
4. ACCESS-VR
  - a. Employment Services