

Customer Complaint Policy
The Work Place
29 Winter Street, 4th floor
Boston, MA 02108
617-737-0093

The Work Place is committed to providing the highest quality service to all of its customers. The organization works hard to create and maintain an environment that ensures the achievement of both individual and programmatic goals. This environment is dependent on mutual respect, common courtesy and adherence to basic rules of acceptable conduct. The Work Place values all of its customers, and strives for 100% customer satisfaction. Customers are encouraged to come forward when dissatisfied with services. Together, we can promise with confidence, The Work Place “works for everyone”.

1. If you have a complaint about The Work Place services, a policy, a person, or a particular incident, you are encouraged to immediately speak to your case manager and/or fill out a customer complaint form. If you do not have a case manager, you should ask the front desk staff to speak with Debra Garrett.
2. If you feel your complaint has not been adequately addressed, you may ask to speak with the appropriate program manager.
3. If you feel the situation has not been resolved, you may then ask to speak with the Director of The Work Place.

The Work Place is a collaboration of Jewish Vocational Service (JVS) and the City of Boston’s Office of Jobs and Community Services. In the event that your complaint has not been addressed to your satisfaction, you may contact either of these two parent organizations.

Lee Ann Bennett
Human Resources
JVS
29 Winter Street, 5th floor
Boston, MA 02108
617-451-3121

J. Mark Beamis
Grievance Office
EDIC/Boston
43 Hawkins Street
Boston, MA 02114
617-918-5230

Debra Selik Garrett
Complaint Officer
The Work Place
29 Winter Street, 4th floor
Boston, MA 02108
617-737-0093 ext. 3018

**The Work Place
29 Winter Street
Boston, MA 02108**

Customer Complaint Form

The Work Place is committed to providing the highest quality service to all of its customers. The organization works hard to create and maintain an environment that ensures the achievement of both individual and programmatic goals. This environment is dependent on mutual respect, common courtesy and adherence to basic rules of acceptable conduct. The Work Place values all of its customers, and strives for 100% customer satisfaction. Customers are encouraged to come forward when dissatisfied with services. Together, we can promise with confidence The Work Place “works for everyone”.

NAME:

ADDRESS:

TELEPHONE:

TODAY’S DATE:

DETAILS OF COMPLAINT:

Include relevant names, witnesses, date of occurrence, location, and specify the regulation or policy with which you have a complaint.

DESIRED RESOLUTION:

Please indicate what remedies you are seeking in order to resolve this complaint to your satisfaction.

SIGNATURE:

DATE: