



WINDSOR REGIONAL  
**Employment Network**  
Windsor-Essex · Chatham-Kent · Sarnia-Lambton

## COMPLAINT RESOLUTION FOR INTEGRATED EMPLOYMENT SERVICES

Windsor Regional Employment Network (WREN) is the Service System Manager for Employment Ontario in Windsor-Essex, Chatham-Kent, and Sarnia-Lambton. Led by the Corporation of the City of Windsor and their partner Workforce WindsorEssex, the WREN oversees and supports a wide range of employment programs and services for job seekers, employers and community partners.

The WREN is responsible for resolving issues as they arise within the Integrated Employment Services network.

### We take your concerns and feedback seriously.

If you have concerns about our staff, services, or procedures, you can use this online form to submit complaints to the Integrated Employment Services team at the City of Windsor. All feedback will be acknowledged within 2 business days.

Our team will strive to resolve all concerns or issues informally through one-to-one engagement. In situations where the issue cannot be resolved informally, the following process will be followed:

- 1 Complaints will first be discussed directly with the Service Provider that is involved in the issue, and they will aim to resolve the issue with you.
- 2 If the complaint is not resolved by the Service Provider, the City of Windsor's Manager, Integrated Employment Services will aim to resolve the issue.
- 3 If the complaint remains unresolved, the City of Windsor's Executive Director of Employment and Social Services will strive to resolve the issue. The decision of the Executive Director is final and a written response will be provided to you.
- 4 The City of Windsor will provide regular reporting of complaints to the Ministry of Labour, Immigration, Training and Skills Development (MLITSD). Where an issue needs to be escalated beyond the control of the WREN, our team will inform the MLITSD.





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**MAINTAINING DOCUMENTATION**

The WREN is required to track and report all complaints received to the MLITSD. Where information on complaints is shared, personal identifying information specific to the complaint will be removed. Documentation of complaints will be stored for the period of seven years as stipulated in our Transfer Payment Agreement with the MLITSD.

**COMMITMENT TO CONTINUOUS IMPROVEMENT**

Where appropriate, outcomes of complaints will be used for continuous improvement with staff. Personal identifying information specific to the complaint will be removed.

**CUSTOMER SERVICE CHARTER**

You can view the WREN's Customer Service Charter at [www.wrenetwork.ca/customer-service-charter/](http://www.wrenetwork.ca/customer-service-charter/) for more information.

