

Effective Date: March 1, 2016

# WIOA POLICY

## OLYMPIC CONSORTIUM

### **WIOA-POL 5 - Complaint and Grievance Policy**

*References:* State WS Policy 1012 Rev 1 – Complaint and Grievance Policy  
Olympic Consortium Complaint and Grievance Procedures  
WIOA-PRO 1– Olympic Consortium Complaint Procedure

All Workforce Innovation and Opportunity Act (WIOA) complaints and grievances will be processed through the Olympic Consortium Complaint and Grievance Procedures (attached).

There is one complaint coordinator, the One-Stop Coordinator who is normally located at the Bremerton WorkSource Office. The complaint coordinator will work with the other WorkSource offices to process and track all local complaints. All WorkSource partners will work with the Consortium's Complaint Coordinator to ensure accurate tracking of all complaints from point of entry to resolution. There will be one complaint log for all Consortium complaints that is maintained by the Complaint Coordinator in cooperation with the program managers of the various WorkSource offices and programs.

If a complaint involves multiple partners, there is an expectation of collaboration among those affected partners to resolve the complaint. To the extent feasible, all efforts will be made to resolve customer concerns at the lowest level.

There are three types of complaints or grievances an applicant, participant, or registrant may file: discrimination complaints, complaints against the program, and complaints against an employer. The Consortium Complaint Procedures will use the state's WorkSource Complaint Handbook as its primary reference.

Discrimination complaints may be filed when a participant believes that he or she, or any specific class of individuals, has been or is being subjected to discrimination on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in WIOA.

Complaints of a general nature may be filed when a participant, applicant, or registrant feels they have been deprived of the benefits assured under the Act. These are complaints against the program and reflect potential violations of WIOA and related regulations.

The third and final type of complaint is that filed against an employer. In these cases, the employer's grievance procedures must be followed unless the employer uses a grievance procedure required under a covered collective bargaining agreement. In the absence of a collective bargaining agreement or an employer grievance procedure, the state policy shall be followed.

A complaint cannot be processed as both a program complaint and as a discrimination complaint. It is important to establish the difference between the two types of complaints.

The Consortium procedures contain provisions covering appeals to the state and, under some circumstances, to the Department of Labor, if any party to the action is not satisfied with the results of the local hearings (see Olympic Consortium Complaint Procedures).