

## 1100POL Complaint and Grievance Policy (Rev1)

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Effective Date: February 2021

Last Updated: March 17, 2023

To ensure Olympic Workforce Development Council (OWDC) policy compliance with complaints and grievance procedures defined by *WorkSource System Policy 1012, Rev 2 –Complaint Resolution and Policy 1017 - Discrimination Complaint Processing Policy*.

1. **There are three types of complaints or grievances an applicant, participant, or registrant may file:**
  - a. Complaints against the program (see Policy Handbook attachment 1101ATT Olympic Consortium Compliant Form)
  - b. Complaints against an employer/business
  - c. Discrimination complaints (see Policy Handbook attachments Discrimination Compliant Forms – English and Spanish).
2. **There is one log for all Consortium complaints, maintained by Olympic Equal Opportunity Officer and One-Stop Operator.**

### **Complaints against the program and complaints against an employer/business**

3. **The One-Stop Operator handles complaints against program and employer/business (type 1.a. and 1.b. complaints listed above) and is responsible for processing, logging, and tracking all complaints within the OWDC.**
  - a. All WorkSource offices and affiliates within the OWDC are required to work with the One-Stop Operator to ensure accurate complaints from point of entry to resolution.
  - b. If a complaint involves multiple partners, those affected/involved partners are required to collaborate in resolving the complaint. To the extent feasible, all efforts will be made to resolve customer concerns at the lowest level.
  - c. In the case of a complaint filed against an employer, the employer complaint’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.

### **Discrimination complaints**

4. **The Olympic Equal Opportunity Officer (WIOA Program Supervisor) handles discrimination complaints (type 1.c. complaint listed above) and is responsible for processing, logging, and tracking all discrimination complaints within the OWDC.**
  - a. Discrimination complaints may be filed when a participant believes that they have been or is being subjected to discrimination based on race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and for beneficiaries only, citizenship or participation in WIOA.

- b. Strict adherence to *WorkSource System Policy 1017 – Discrimination Complaint Processing Policy* and enclosed handbook is required.

**References**

Complaint Resolution, [WorkSource System Policy 1012 \(Rev2\)](#)

Discrimination Complaint Processing Policy and Handbook, [WorkSource System Policy 1017](#)  
[Discrimination Compliant Form English](#), [Discrimination Compliant Form Spanish](#).

Equal Opportunity and Non-Discrimination, [Workforce Innovation and Opportunity Act Policy 5402 \(Rev3\)](#)

Implementation of the Nondiscrimination and Equal Opportunity Provisions of the WIOA, Subpart A – General Provisions,  
Code of Federal Regulations, Title 29, [29 CFR Part 38](#)

[Olympic Consortium Compliant Form](#)

Revised Code of Washington 49.60, Discrimination – Human Rights Commission, [49.60 RCW](#)