



Subject:	Complaint/Grievance Policy
Purpose:	To establish a process to resolve complaint & grievance disputes
Statutory Authority:	Statutory Authority 20 CFR §683.600
Action:	To disseminate a policy to resolve complaint & grievance disputes
Effective Date:	12/8/16
Revision Date:	12/14/2023
Expiration Date:	Indefinite

Complaint/Grievance Policy

Applicants and participants of the WIOA program, have the right to enter into the complaint/grievance process to resolve disputes (20 CFR §683.600). Complaints/grievances from participants and other interested parties affected by the local One-Stop system, including One-Stop partners and service providers, may also file a complaint/grievance. Note: for purposes of this policy ONLY, a “complaint” and “grievance” shall have the same meaning.

Complaints/grievances must be filed, in writing, within 90 days after the alleged WIOA violation took place. Individuals in complaint/grievance investigations are protected from retaliation and are permitted to have translators, interpreters, readers, and/or a representative of their choice during the complaint/grievance process.

CCWI and Center Managers will make reasonable efforts to assure that the information in this policy will be understood by affected participants and other individuals, including youth and those who are limited-English speaking individuals. Such efforts must comply with the language requirements of 29 CFR §37.35 regarding the provision of services and information in languages other than English.

Filing the Complaint/Grievance

- I. **Grievance Form:** To file a complaint/grievance with the WIOA local service provider or CCWI, please use the complaint/grievance form outlined below (see Appendix A). Complaints/grievances must be filed in writing within 90 days after the alleged violation took place.
- II. **Local Level Resolution (a.k.a. Informal Resolution):** If the complainant/grievant is a WIOA Title IB applicant or participant, they may file their complaint/grievance at the WIOA Title IB local service provider level, i.e., with a Workforce Solutions (WS) manager. If the complaint/grievance is not WIOA Title I based, they may file a complaint/grievance with the CareerCenter manager. See Appendix B for a list of Center managers. If the complaint/grievance is not WIOA Title IB related, the complainant/grievant shall be provided with Appendix B of the Maine Department of Labor (MDOL) Customer Complaint Resolution Manual Personnel List to ascertain the correct contact person for making a complaint/grievance.

Note: CareerCenter managers will follow MDOL/Bureau of Employment Services (BES) processes for complaint/grievance resolution.

Complaints/grievances filed with Workforce Solutions (WS) will be acknowledged (see Appendix C) within 3 business days. A decision must be made by the WS manager within 10 business days from the date that the complaint/grievance is filed with the local program. WS will schedule an informal hearing which must be conducted within 10 business days of the date the complaint/grievance is filed. WS will issue and mail to complainant/grievant a written decision within 5 business days of the informal hearing and send a copy of the decision to the local Workforce Development Board's (WDB) staff, i.e., CCWI. Complainants/grievants who do not receive a decision from WS within 5 business days of the informal hearing, or who received an unsatisfactory decision, may file an appeal at the local WDB level (with CCWI).

WDB Level Resolution: Individuals who do not obtain resolution of their complaint/grievance at the local level may bring their complaint/grievance to the Workforce Development Board's (WDB) staff, i.e., CCWI. Complaints/grievances filed with CCWI will be acknowledged (see Appendix C) within 3 business days. CCWI will schedule an informal hearing which must be conducted within 10 business days of the date the WDB level complaint is filed with CCWI. This next-level appeal must be completed within 60 days from the date that the grievance/complaint is filed. Grievants/complainants who do not receive a decision from CCWI within 60 days of informal decision, or who received an unsatisfactory decision, may file an appeal at the state level, i.e., State Complaint Resolution Administrator.

III. **State Complaint Resolution Administrator:**

Melissa Harvey (Melissa.Harvey@maine.gov)
Bureau of Employment Services, Maine Department of Labor
55 State House Station, Augusta, ME 04333-0055
Tel: (207) 629-8256
TTY: Use Maine Relay 711

IV. **Discrimination Complaints:** In the event the allegation concerns a discrimination claim, the complainant shall be directed to file a claim with either of these entities:

Local Level: EO Official (See MDOL, Customer Complaint Resolution Manual, Personnel List in Appendix B) or Maine Department of Labor EO Coordinator and/or MHRC

National Level: USDOL Civil Rights Center Director, Room N4123, 200 Constitution Avenue NW, Washington, DC 20210

Note: Nothing in this policy precludes a complainant/grievant from pursuing a remedy authorized under another Federal, State, or local law.

For purposes of this policy, discrimination complaints/grievances may be on the basis of: race, color, religion, sex, national origin, age, disability, political affiliation, or belief. In addition, such complaints/grievances may involve the beneficiary's citizenship status. Such complaints may also be based on a participant's participation of any WIOA Title I financially assisted program or activity. Neither the local level service provider (Workforce Solutions) nor the workforce board (CCWI) shall render determinations based on allegations of discrimination. Such complaints must immediately be referred to the above entities.

WIOA PROGRAM COMPLAINT/GRIEVANCE FORM

Name of Individual filing the Complaint/Grievance:

Phone Number:

Address: (number, street, city, state, zip code)

Email Address:

If you need help completing this form please contact:

Part 1

I. Basis for Service Complaint/Grievance: Please describe the action or treatment which you think was inappropriate. Please include information about who, what, when, where, how, why, and the names, addresses, and phone numbers of any witnesses, if you know them. Please be specific about the dates of the last incident. You may write this on another sheet of paper if you need more room. In the space below, please indicate the number of pages attached, if you need to add more pages.

II. Name of the Program, Employee, or Employer Against Whom the Complaint/Grievance is Filed:

III. Outline what you think should be done to address/correct this issue:

Signature of Complainant/Grievant or Representative

Date

Signature of Manager Receiving the Complaint/Grievance

Date

Action taken by Manager/Department:

Part 2

Complaint/Grievance Resolved: If so, how and date.

Complaint/Grievance Unresolved: Please outline status and next steps, i.e., referred to what entity for next step resolution.

Coastal Counties WIOA Center Managers

Location	WIOA Center Manager
Portland One-Stop Center (York, Cumberland, Sagadahoc Counties)	Dave Wurm Senior Director of Workforce Services Workforce Solutions Cell: (207) 956-2959 David.wurm@workforcesolutionsme.org
Belfast Workforce Solution Center (Knox, Waldo, and Lincoln Counties)	Sheila Muldoon Program Manager 15 Starrett Drive, Suite F Belfast, ME 04915 (207) 930-7047 sheila.muldoon@workforcesolutionsme.org

NOTE: In the event the complaint/grievance is against the above stated manager, please ask for the manager's supervisor.

**WIOA PROGRAM
COMPLAINT/GRIEVANCE ACKNOWLEDGEMENT**

I, _____ (Print Name), acknowledge and attest that I have submitted a WIOA Program Complaint/Grievance Form.

Individual's Signature _____ Date _____

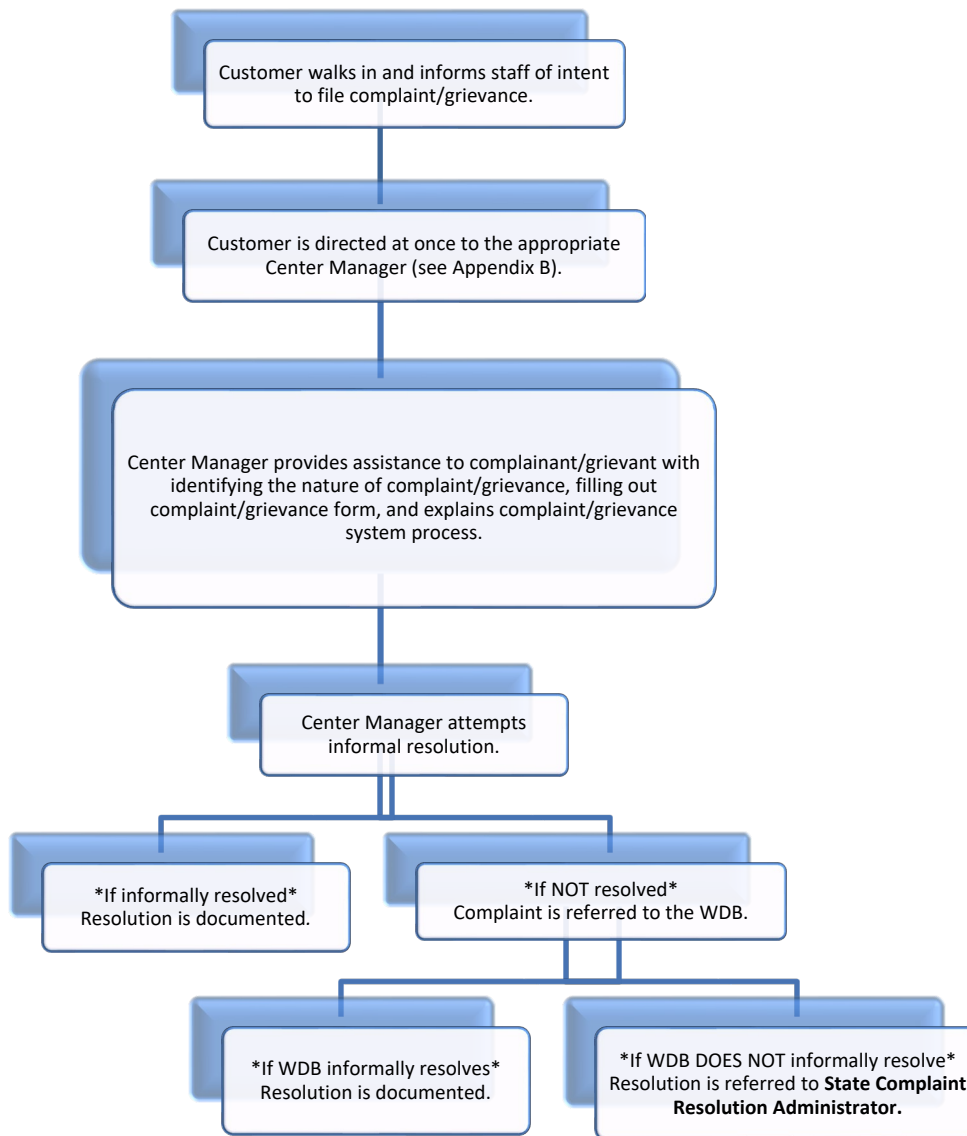
I, _____ (Print Name/Title), acknowledge and attest that I have received a copy of the WIOA Program Complaint/Grievance Form.

Staff Signature _____ Date _____

Coastal Counties Area Informal Resolution Process Flowchart

Complainants/grievants are encouraged to seek informal resolution of their complaints/grievances or concerns. For purposes of this policy, “complaint” and “grievance” shall have the same meaning. This informal procedure is intended to promote communication between the parties involved, either directly or through an intermediary, in order to facilitate a mutual understanding of what may be different points of view.

Note: The “Center Manager” will vary depending on the location and nature of the complaint/grievance. See attached Appendix B for Center Managers.



LWIB Approved: 12/14/2023