



<b><u>Policy # 16</u></b>	
<b>SUBJECT:</b>	Grievance and Complaint Policy
<b>DATE ISSUED:</b>	July 1, 2021
<b>DATE EFFECTIVE:</b>	July 1, 2016

**PURPOSE:** Establish and publish a procedure by which individuals are able to file a grievance or complaint related to activities available through Title I of Workforce Innovation and Opportunity Act.

**REFERENCES:** Section 181(c) Workforce Innovation and Opportunity Act; 20 CFR 683.600 Subpart F; 29 CFR 38; Workforce WV State WIOA Policy 03-17

**BACKGROUND:** Workforce Innovation and Opportunity Act requires that each local Workforce Development Board have a grievance/complaint procedure. This procedure must allow the opportunity for a hearing to be held within 60 days after filing and include the right for the complainant to appeal the decision.

**POLICY:** It is the policy of the Workforce Development Board of Kanawha County (WDB-KC) that all grievances or complaints will be resolved in a timely manner and, when possible, to the satisfaction of all parties. The WDB-KC will follow the Workforce WV State WIOA Policy 03-17 "Grievance and Complaint Procedures". The forms to be used are attached. This procedure does not cover allegations of discrimination based on race, color, religion, sex, national origin, age, disability, or political affiliation or belief. Complaints of this nature are covered under 29 Code of Federal Regulations Part 38 and are handled by the State WIOA EO Officer.

**ACTION:** Every entity which receives Title I funds through WDB-KC must post this policy and procedures in a public location, and provide the grievance policy, procedures, and forms to applicants, participants, employees, and other interested parties.

Each participant must be provided a copy of the local grievance/complaint procedure, and forms, including:

1. Notification that the participant has the right to file a grievance or complaint at any time within 30 days of the alleged violation;
2. Instructions and timeline for filing a grievance or complaint; and
3. Notification that the participant has the right to receive technical assistance.

A complaint log is to be maintained by each funded entity. Individual files shall be maintained by the WDB-KC for each grievance to track documentation, progress, and resolution.

See Attachment A: WIOA Policy 03-17 from Workforce WV for procedures.