

EOWB Policy #: A-002	Effective Date: 07/01/2017
	Revised: 01/18/2022
COMPLAINT AND GRIEVANCE POLICY	☐ New ☒ Revised
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PURPOSE

This policy provides guidance and procedures under which Eastern Oregon Workforce Board (EOWB) and its sub-recipients/contractors accept and process grievances and complaints that allege a violation of the Workforce Innovation and Opportunity Act (WIOA) Title I, grants or agreements and their applicable laws, regulations, and non-discrimination provisions.

POLICY

EOWB values customer service and customer satisfaction and prefers that dissatisfaction and complaints be resolved informally as close to the point of service delivery as possible. Whenever possible, all parties are encouraged to use the Alternative Dispute Resolution (ADR) process.

Information and complaints involving criminal fraud, waste, abuse or other criminal activity must be reported immediately to the US Department of Labor Incident Reporting System. That process is provided in EOWB Policy# RM003 Fraud & Incident Reporting.

This policy:

- A) Provides guidelines for the resolution of grievances or complaints related to:
 - Non-criminal violations of WIOA, and
 - Nondiscrimination and equal rights provisions of WIOA.
- B) Establishes requirements for EOWB to ensure:
 - EOWB Equal Opportunity (EO) Officer receiving a complaint will immediately notify the EOWB's Executive Director.

Who May File:

Any applicant, participant, or another interested party may file a complaint alleging a violation of Workforce Innovation and Opportunity Act (WIOA) Title I or nondiscrimination requirements.

Where to File:

One can file grievance or complaint with the Eastern Oregon Workforce Board (EOWB) EO Officer.

COMPLAINTS ALLEGING VIOLATION OF WIOA TITLE I:

Complaints alleging of a violation of title I are provided to EOWB EO officer and will be resolved within 60 days of file. An opportunity to resolve the complaint informally will be offered. In the event the complaint is not resolved within 60 days, or the complainant is dissatisfied with the resolution, an appeal maybe submitted to the state. Appeals may be submitted to:

Workforce Program Director
Office of Workforce Investments
3225 25th Street SE
Salem, OR 97302

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COMPLAINTS ALLEGING DISCRIMINATION:

Complaints alleging violation of the nondiscrimination provisions of WIOA must be filed with the EOWB EO officer within 180 days of the event. (29 CFR 38.69(c))

The EOWB EO Officer will acknowledge receipt of complaint and outline next steps in accordance with 29 CFR 38.72 (b) , or will issue a notice of lack of jurisdiction (29 CFR 38.74). The notice of lack of jurisdiction will contain the elements required at (29 CFR 38.74(a) and (b)).

The complainant will be afforded an opportunity for alternative dispute resolution (ADR) in compliance with 29 CFR 38.72 (c).

A written notice of final action will be provided to the complainant within 90 days of the date on which the complaint was filed.

The notice of final action will contain the information required at 2CFR 38.72 (b) 5.

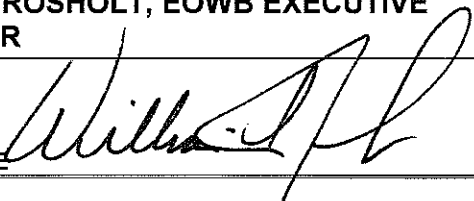
In the event that EOWB fails to issue the notice of final action within 90 days of receipt of complaint the complainant may appeal to the director of the Civil Right Commission.

In the event the complainant is dissatisfied with the notice of final action they may file the complaint with the Director of Civil Right Commission, within 30 days of receipt of the notice of the final action.

Civil Right Commission
U.S. Department of Labor
200 Constitution Avenue NW
Room N-4123
Washington D.C 20210

REFERENCES:

- 29 CFR Part 38
- PI 113-128 WIOA, Section 188
- 683-600 Grievance and Complaint Process
- Oregon Revised Statutes (ORS) 183.502 Alternative Dispute Resolution

ADOPTED AT EOWB REGULAR MEETING	DATE: 01/18/2022
WILLIAM ROSHOLT, EOWB EXECUTIVE DIRECTOR	EFFECTIVE DATE: 01/18/2022
SIGNATURE 	DATE 1-18-22