

**REPUBLIC OF PALAU
WORKFORCE INVESTMENT POLICY NO. 007-024-2000**

EFFECTIVE DATE: July 01, 2000

TO : Members of State Workforce Investment Board
Executive Committee

FROM : Ms. Josephine Ulengchong
WIA Office Executive Director

SUBJECT : **GRIEVANCE PROCEDURES, COMPLAINTS, AND
STATE APPEALS**

WIA Section 181(c) and 20 CFR Subpart F §667.600-650

In compliance with the Workforce Investment Act of 1998 and the WIA Final Rules at 20 CFR Part 652 et al., the Republic of Palau *State Workforce Investment Board* (State Board) has adopted the Grievance Procedures under the Civil Service Board of the Republic of Palau, with some changes, to meet the Federal requirements.

Employee means an employee of the Workforce Investment Act Office or a participant under WIA funded program. The WIA Executive Director may provide translation of the grievance procedure in local language to the employee as needed.

There are two steps to the Grievance Procedures being used by the Republic of Palau State Board and WIA Office.

Informal Grievance Procedures

Before an employee can utilize the formal grievance procedure, he/she must show evidence of having pursued his grievance or complaint informally. He/she must first complete the informal grievance procedure before the *State Workforce Investment Board (State Board)* can accept from his/her grievance the subject that concerns the same matters in the formal procedures.

An employee may present a grievance to his/her supervisor concerning a continuing practice or condition at anytime. He/she must present a grievance concerning a particular act or occurrence within fifteen (15) days of the date of that act or occurrence of the date he/she became aware of such an act or occurrence. An employee may present a grievance under the formal procedure either orally or in writing to his/her supervisor.

A supervisor has an obligation to accept an employee's grievance and to act promptly and fairly on the issue presented in the grievance. Informal settlement of a grievance requires that supervisor exhibits competence, mature judgment, and full willingness to reach a satisfactory settlement.

If the employee has a valid reason of not presenting his/her grievance to the immediate supervisor, he/she must present it to the Executive Director of Workforce Investment Act Office (WIA Office) or to any member of the State Workforce Investment Board's Executive Committee.

Formal Grievance Procedure

If the employee's grievance is not settled to his/her satisfaction by the immediate supervisor, he/she should forward his/her grievance to the WIA Office and the State Board's Executive Committee for formal review. Entitlement to formal review is based on the employee's compliance with the following:

- a. He/she must submit the grievance within the prescribed time limits.
- b. The employee must explain his/her attempts to settle the grievance informally.
- c. The grievance must be in writing.
- d. The grievance must contain sufficient details to identify and clarify the basis for the grievance.
- e. The employee must specify the personal relief requested by him.

If the employee's grievance is not settled to his/her satisfaction by the WIA Office, the State Board, and the President of Palau, within 60 days of the filing of grievance or complaint, he or she should forward such grievance to the Secretary of the United States Department of Labor.