

WDA14 Equal Opportunity Grievance Procedure

COMPLAINT PROCEDURE

If you believe you have been treated unfairly or have any dispute involving the WIA Program, you have the right to try to change the situation. A complaint procedure has been developed to help you find a solution. To file a complaint, you must submit your complaint in writing within one year of the incident. Your complaint must include:

- 1) Your name, address, telephone number and the date of filing;
- 2) The names (including addresses, if known) of those against whom the complaint is lodged and/or the name of others involved;
- 3) The set of facts or conditions that caused the complaint and the date(s) the situation/problem developed;
- 4) The relief or solution that you are requesting;
- 5) If the complainant is filing based on his/her handicapped status, a statement that the individual is handicapped must be included.

In the event the complaint alleges discrimination, the complainant must file the claim within 180 days of the incident.

- Participants shall be provided, upon enrollment into WIOA A/DW/Youth, with a written description of the complaint procedure including notification of their right to file a complaint and instruction on how to do so. The Grantee shall provide a copy of the complaint procedure, filing instructions and notice of right to file a formal complaint upon request.
- Upon filing a complaint, and at each stage thereafter, each complainant shall be notified in writing of the next step in the complaint procedure.

How to File a Complaint

1. Timelines on Filing a Complaint

Complaints must be filed within 90 calendar days of the alleged occurrence.

2. Where to File a Complaint

All complaints against the Grantee, Administrative Entity, WDB14, CEO, subcontractor or sub grantee alleging a violation of the WIOA A/DW/Youth regulations, grant or other agreement under WIOA A/DW/Youth programs; and complaints arising from auditing, monitoring or investigations shall be filed with:

Complaint Officer
IowaWORKS
215 N. Elm
Creston, IA 50801

3. What to Include in a Complaint

Complaints must be clearly described as such by the complainant and must satisfy the following requirements:

- a. Complaints must be legible and signed by the complainant or the complainant's authorized representative;
- b. Complaints must pertain to a single subject, situation or set of facts and pertain to issues over which the region has authority;
- c. The name, address and phone number (or TDD number) must be clearly indicated. If the complainant is represented by an attorney or other representative of the complainant's choice, the name, address and phone number of the representative must also be indicated on the complaint;
- d. Complaints must state the name of the party or parties complained against and, if known to the complainant, the address and phone number of the party or parties complained against;
- e. Complaints must contain a clear and concise statement of the facts, including pertinent dates, constituting the alleged violations;
- f. Complaints must cite the provisions of WIOA A/DW/Youth regulations, grant agreements, or other agreements under WIOA A/DW/Youth regulations believed to have been violated, if applicable;
- g. Complaints must state the relief or remedial action(s) sought; and
- h. Copies of documents supporting or referred to in the complaint must be attached to the complaint; and

E. Acknowledgement of Complaint and Notice of Opportunity for Hearing

A complaint will be considered filed when it has been received by the complaint officer and meets the requirements outlined above. Upon receipt of a complaint, the Grantee will send by personal service or certified mail, a copy of the complaint and a letter of acknowledgement and notice to the respondent and complainant within seven days. The letter of acknowledgement and notice will contain the filing date and notice of the following.

1. The opportunity for informal resolution of the complaint within 30 days of the filing of the grievance or complaint;
2. The opportunity for a hearing, if requested, within seven days of receipt of the acknowledgement. The hearing, if requested, will be held within thirty days of the date the complaint is filed;
3. The opportunity to present evidence at the hearing;
4. The opportunity to be represented by council at the charging parties own expense;

5. The opportunity to have relevant records and documents kept by the Grantee or its sub grantees produced;
6. The right to a written decision within sixty (60) days of filing the complaint;
7. That when the administrative entity Superintendent renders the decision on a complaint, that decision is the final order of the administrative entity unless there is an appeal to the Superintendent within ten days of the date of the order. On such appeal, the Superintendent has full power to render the final decision for the administrative entity.
8. An appeal to the Director must be filed within 10 calendar days from the issuance date of the decision and include:
 - a. The date of filing the appeal; and
 - b. The specific grounds upon which the appeal is made. Those provisions upon which an appeal is not requested will be considered resolved and not subject to further review.
 - c. Appeals must be addressed to:

Complaint Officer
Division of Workforce Development Center Administration
Iowa Workforce Development
1000 East Grand
Des Moines, Iowa 50309
