



Workforce Investment Board Mid-Ohio-Valley

Policy #01

Subject: Grievance and Complaint Policy

Effective Date: August 23, 2000

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 the Workforce Investment Act of 1998.

References: Section 181(c) Workforce Investment Act of 1998; 20 CFR Part 667 Subpart F.

Background: The Workforce Investment Act of 1998 requires that each local Workforce Investment Area have a grievance or complaint procedure. This procedure must allow the opportunity for a hearing to be held within 60 days after filing.

Policy: It is the policy of the Workforce Investment Board Mid-Ohio Valley that all grievances or complaints will be resolved in a timely manner and, when possible, to the satisfaction of all parties. The procedure to be used is 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 37.

Action: Every entity which receives Title I funds through Region 4 WIB must provide the grievance process to applicants, participants, employees, and other interested parties. A complaint log is to be maintained by each funded entity. Individual files shall be maintained for each grievance to track documentation, progress, and resolution.

Expiration Date: Effective until rescinded or modified by the Workforce Investment Board Mid-Ohio Valley.

Approved: WIB and Executive Committee
WIB

August 23, 2000
September 20, 2000

GRIEVANCE PROCEDURE

Step 1: The person having the complaint (known as the grievant) shall meet with the immediate service provider/supervisor to discuss the grievance. NOTE: Service providers include case managers, counselors, specialists, instructors, customer service representatives, job developers, coaches, etc.

If the grievance cannot be resolved informally, the grievant must complete the Grievance Form and submit it to the service provider/supervisor within two (2) working days of the alleged occurrence.

Within three (3) working days of receiving the grievance, the service provider/supervisor shall respond to the grievant by completing the Service Provider/Supervisor's Response on the Grievance Form.

The grievant shall accept the decision or proceed to Step 2.

Step 2: To request that management review the grievance, the grievant must select the "not satisfied" option of Step 1 on the Grievance Form and forward the form to the designated manager within two (2) working days of the service provider/supervisor's response.

Within five (5) working days of receiving the grievance, the manager shall respond to the grievant by completing the Manager's Response on the Grievance Form.

The grievant shall accept the decision or proceed to Step 3.

Step 3: The grievant must forward the written grievance form within two (2) working days of the manager's response to:

Complaints Officer
Mid-Ohio Valley Workforce Investment Board
P.O. Box 247
Parkersburg, WV 26102

Workforce Investment Board (WIB) staff will review and/or investigate the complaint in an attempt to reach an informal resolution.

If an informal resolution cannot be reached, a formal hearing will be provided within 30 days of the original filing date.

A written decision will be rendered to all parties within 30 days of the hearing.

The grievant shall accept the decision or proceed to Step 4.

Step 4: The grievant may appeal in writing to the Governor within 10 days after receiving the WIB's decision or (if decision is not received timely) within 10 working days from the date a decision should have been rendered. Appeals are to be sent to:

Governor's Workforce Investment Office
Building 6, Room B-617
Charleston, WV 25305

The decision of the Governor is final except where there is reasonable cause to believe the Workforce Investment Act or Regulations have been violated.