



## INSTRUCTION LETTER

**INSTRUCTION NUMBER:** WIOA 16-06

**TO:** To Upstate WB Staff and All Contractors

**SUBJECT:** Grievance and Complaint Procedures under WIOA

DATE	DATE	DATE
<b>ISSUED:</b> <u>July 7, 2017</u>	<b>EFFECTIVE:</b> <u>Immediately</u>	<b>EXPIRES:</b> <u>Indefinitely</u>

**PURPOSE:** To establish the procedures for the timely investigation and resolution of grievances and complaints alleging violations of the Workforce Innovation and Opportunity Act (WIOA) under Section 181 of WIOA. These procedures do not apply to discrimination complaints brought under Section 188 of WIOA and/or 29 CFR part 38. Such complaints must be handled in accordance with the procedures set forth in State Instruction Number 16-15. Nothing in these procedures precludes a grievant or complainant from pursuing a remedy authorized under another Federal, State, or local law.

**POLICY:** Section 181 of the Workforce Innovation and Opportunity Act (WIOA) and 20 CFR 683.600 state that each State, local area, and direct recipient receiving funds under Title I must establish and maintain a procedure for the filing of grievances and complaints alleging violations of the requirements of the title by participants and other interested parties.

**ACTION:** Each Local Workforce Development Board (LWDB) must ensure that the Grievance and Complaint Procedures are communicated to all program staff, operators, and service provider staff in its area. The LWDB must take appropriate steps to ensure program staff, operators and service provider staff, within its purview, comply with the enclosed Grievance and Complaint procedures. The Grievance and Complaint Information Form must be made available to any and all interested individuals, as effectively to individuals with disabilities as it is to others, and in appropriate languages to ensure meaningful access to LEP individuals.

The Grievance and Complaint Information Form is available for local areas to access, link, and/or print as needed: ([https:// www.scworks.org/docs.asp](https://www.scworks.org/docs.asp)).

**INQUIRIES:** Questions may be directed to Dana Wood [wood@upstateworkforceboard.org](mailto:wood@upstateworkforceboard.org).



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Ann Angermeier, Director

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**Source: State Instruction 16-16**