

Local Policy, 2025-11 Local Workforce Development Area 2 (LWDA2) Grievance/Complaint Procedures

Purpose: The purpose of this policy is to provide a standard implementation of a grievance procedure for programs, services, and activities funded under the Title I of Workforce Innovation and Opportunity Act (WIOA). All formal customer complaints or grievances should be handled according to this policy and be properly documented.

Recission: No recission. This is a new policy.

References:

- DWD Policy 2007-10 *Grievance/Complaint Procedures Process (All references within this policy are included by default)*

Change Summary: No changes. This is a new policy.

Content:

Governing Local Grievance Procedures

Because NIWB is committed to ensuring that grievance processes are available to all customers and organizations as needed, the following policy statements will govern regional grievance procedures for all WorkOne Center activities:

- WorkOne staff will provide information about the content of the grievance and complaint procedure to WIOA participants.
- Every service provider organization which receives WIOA funding through NIWB will be required to provide information about grievance and complaint procedures to customers receiving WIOA funded services.
- WorkOne staff and service providers must ensure that a Release and Grievance form regarding the grievance/complaint has been signed by each customer enrolled into WIOA services and scanned into the customer's electronic file. Every customer must also be given a copy of this signed document.
- WorkOne staff and service providers will make reasonable efforts to assure that information about grievance and complaint procedures will be understood by customer and other individuals, including youth and those who are limited-English speaking individuals. When reasonable, such efforts should include the provision of information in languages other than English.

- Customers and organizations adversely effected by local WorkOne activities will be required to file grievances locally. Examples include but are not limited to an issue with a local policy or procedure, and issue with a type of WIOA funded service(s) received through the local WorkOne center, or an issue with an eligibility decision made which affects a customer's ability to receive WIOA funded services.
- This grievance process does not apply to discrimination complaints brought under section 188 of the WIOA. These complaints must be handled in a manner consistent with regional non-discrimination policies.
- Grievances must be filed within one year of the alleged violation by certified mail. When a grievance is submitted, the following information must be included:
 1. The name(s) of affected customers or organizations.
 2. The date of the event or activity against which the complaint is being made.
 3. Detailed information about the nature of the complaint.
 4. Pertinent facts about the complaint that will enable a reviewer to understand the issue being addressed.

(Customer must complete State form 45153 Record of Complaint Information)

Local Grievance Procedures

For any formal complaint or grievance concerning programs, services, and/or activities funded under Title I of WIOA, the following grievance procedures will be utilized.

- For local complaints and grievances, a manager must ensure that an opportunity is provided for informal resolution of the complaint within 60 days of the filing of the grievance.
- If informal resolution is not obtained within 60 days from the date in which the original grievance/complaint was filed, or the participant is not satisfied with the outcome of the resolution process, the grievance may be appealed to the Indiana Department of Workforce Development. Such appeals should be made within ten (10) days of receipt of the adverse decision or within ten (10) days after expiration of the 60-day period with no decision. The appeal should be sent to the Indiana Department of Workforce Development; ATTN: Legal Department, 10 North Senate Avenue, Indianapolis, IN 46204. For all grievances submitted, the Indiana Department of Workforce Development will issue a determination within 60 days of the filing of the grievance.
- Appeals of state-level decisions must be filed within 60 days of the receipt of the decision being appealed. Appeals must be submitted by certified mail, return receipt required, to the Secretary, U.S. Department of Labor; Washington, DC 20210, Attention: ASET. A copy of the appeal must be simultaneously provided to the Region V Administrator; U.S. Department of Labor; Employment and Training Administration, 230 S. Dearborn, 6th Floor, Chicago, IL 60604-1505; and to NIWB.

A final decision on the appeal will be made no later than 120 days after receiving the appeal.

Attachment A: Customer Complaint Process

For questions, contact:

Northern Indiana Workforce Board
 220 Colfax Ave., South Bend, IN. 46601
 admin@niwb.org

ATTACHMENT A: CUSTOMER COMPLAINT PROCESS

Customer complaints in the center or by telephone

- Staff member will collect customer information including:
 1. The name(s) of the effected customers.
 2. The date of the event or activity against which the complaint is being made.
 3. Detailed information about the nature of the complaint.
 4. Pertinent facts about the complaint that will enable a reviewer to understand the issue being addressed.
- Staff member who is given complaint information will forward it to their supervisor.

Equal Opportunity (EO) complaints (discrimination)

- Refer to the EO posters that are posted in all centers.
- Contact local EO officer

Grievance Complaints

- Refer to supervisor
- Supervisor needs to refer to Grievance Policy

Employer Complaints

- The staff member who is given complaint will collect employer information and contact Director of Business Services.