

**WORKFORCE INVESTMENT BOARD OF TULARE COUNTY
GRIEVANCE AND COMPLAINT PROCEDURES**

The Workforce Investment Board of Tulare County (WIB) has established procedures for resolving grievances and complaints alleging a violation of the Workforce Innovation and Opportunity Act (WIOA) Title I programs. WIOA Title I participants adversely affected by a decision or action by the local America's Job Center of California (AJCC), partners and/or service providers, have the right to file a grievance or complaint with the local workforce investment area.

The WIB is responsible to provide assistance to the complainants, including those against the local area itself. Such assistance includes providing instructions on how to file a grievance or complaint, provision of relevant copies of documents such as the WIOA regulations, local rules, contracts, etc., and provision of clarifications and interpretations of relevant provisions not in violation of rules of confidentiality.

Grievance or Complaint Form & Filing: The grievance or complaint must be in writing, signed and dated. For resolution purposes, the following information must be provided:

- Full name, telephone number, and mailing address of the complainant;
- Full name, telephone number, and mailing address of the respondent;
- A clear and concise statement of the facts and dates describing the alleged violation;
- The provisions of the WIOA regulations, grant, or other agreements under the WIOA, believed to have been violated;
- Grievances or complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with the WIOA law, regulation, or contract; and
- The remedy sought by the complainant.

The complainant should send complaints to: Laura Castanon, Staff Services Analyst II, Workforce Investment Board of Tulare County, 309 W. Main Street, Suite 120, Visalia, CA 93291.

If a complainant does not receive a decision at the local workforce development area level within 60 days of the filing of the grievance or complaint, or receives an adverse decision, the complainant then has the right to file an appeal with the State. Items bulleted above should be submitted as a written notice of appeal to: Chief, Compliance Review Division, MIC 22-M, Employment Development Department, P. O. Box 826880, Sacramento, CA 94280-0001.

Further appeal at the federal level is available if the State has not issued a decision within the required 60-day time limit; the complainant can file an appeal to the Secretary of Labor no later than 120 days of the filing of the grievance or complaint with the State. The request for appeal must be submitted by certified mail, return receipt to: Attention: Secretary of Labor, S-2521, U.S. Department of Labor, 200 Constitution Avenue, NW, Washington D.C., 20210.

Copies of WIB Directive TUL 19-01 and Grievance and Complaint Procedures are available at www.tularewib.org or (559) 713-5200.

I have read the above, understand its content and have received a copy of this form.

Print Applicant Name

Date

Applicant Signature

Parent/Guardian Signature (if under 18yrs.of age)