Attachment C - Public Notice of Complainant Rights

SOUTHWEST CORNER WORKFORCE DEVELOPMENT BOARD

Public Notice: WIOA Title I Complaint, Grievance, and Appeal Procedures

The Southwest Corner Workforce Development Board (SCWDB) is committed to fair and equitable treatment of all applicants, participants, employees, contractors, and other interested parties under Title I of the Workforce Innovation and Opportunity Act (WIOA). This notice summarizes your right to file a complaint or grievance and the process for having it resolved.

Who May File

Applicants, participants, former participants, employees, employers, service providers, contractors, training providers, labor organizations, community-based organizations, and other interested parties involved with WIOA Title I programs and services.

How to File

Complaints may be submitted in person, by mail, by email, electronically, or by telephone with staff assistance. Staff will help individuals who need assistance putting a complaint in writing, and language assistance and reasonable accommodations are available upon request.

Complaints must generally be filed within one (1) year of the alleged violation. Complaints alleging discrimination based on a protected status must be filed within 180 days and may be directed to the SCWDB Equal Opportunity Officer or the U.S. Department of Labor Civil Rights Center.

Resolution & Appeal Process

- Informal Resolution: SCWDB will attempt to resolve the complaint informally, with a written decision issued within 60 days of filing.
- Hearing: If informal resolution is unsuccessful, the complainant may request a hearing before an impartial hearing officer, with a written decision issued within 60 days of filing.
- State Appeal: Either party may appeal to the Commonwealth of Pennsylvania within 20 working days of the local decision (or expiration of the 60-day period).
- Federal Appeal: An appeal may be filed with the U.S. Department of Labor if no state decision is issued within 60 days, or if a party is dissatisfied with the state decision.

Retaliation against anyone who files a complaint, participates in an investigation, or assists in complaint processing is strictly prohibited.

Full Policy

The complete WIOA Title I Complaint, Grievance, and Appeals Policy is available at: www.southwestcornerwdb.com

Complaint Coordinator Contact

Name:	Cheryl Gordon
Title:	Program Monitor/Fiscal Clerk
Agency:	Washington Greene County Job Training Agency, Inc./Southwest Corner WDB
Address:	351 West Beau Street, Suite 300, Washington, PA 15301
Phone:	724-229-5083 (PA RELAY 711)
Email:	cgordon@washingtongreene.org

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.