Southwest Corner Local Workforce Development Board
WIOA Title I Complaint and Grievance Procedures and Appeal Processes
Procedures adoption date: August 25, 2026

I. Purpose

The purpose of this policy is to establish a uniform procedure for receiving, processing, resolving, and appealing complaints and grievances alleging violations of Title I of the Workforce Innovation and Opportunity Act (WIOA). This policy ensures compliance with federal requirements and protects the rights of applicants, participants, employees, contractors, service providers, employers, and other interested parties.

These procedures are established pursuant to:

- WIOA Section 181(c) Grievance Procedure
- WIOA Section 188, Nondiscrimination and Equal Opportunity
- 20 CFR Part 683 Subpart F (683.600-620)
- 29 CFR Part 38
- Pennsylvania Department of Labor and Industry guidance
- Applicable federal, state, and local law and regulations

II. Scope and Applicability

This policy applies to:

- One-Stop Program Partners
- WIOA Title I program service providers and contractors
- Eligible Training Providers and other entities providing training services
- Affiliated entities which provide services, activities and supportive services within a LWDA's workforce delivery system
- Individuals; Program Applicants and Participants; Former Participants
- Employees
- Employers
- Service Providers
- Contractors
- Training Providers
- Labor Organizations
- Community Based Organizations
- Other Interested Parties

Job Corps program is excluded from these provisions.

III. Complaints Covered

Types of complaints and grievances covered under these procedures include:

- Denial of program access
- Eligibility disputes
- Improper termination from services
- Failure to provide required services
- Violations of WIOA Title I requirements
- Procurement disputes
- Misuse of WIOA funds
- Service delivery concerns
- Violations of local policy

IV. Filing a Complaint

Complaints may be filed:

- In person
- By mail
- By email
- Electronically
- By telephone with staff assistance

Staff shall assist individuals who require help reducing complaints to writing. Reasonable accommodation and language assistance services must be provided when necessary.

V. Required Complaint Information

Complaints should include:

- Name and contact information of complainant
- Name of respondent, if known
- Description of allegations
- Relevant dates
- Supporting documentation, if available
- Requested resolution or remedy

VI. Time Limit for Filing

Complaints must generally be filed within one (1) year of the alleged violation unless another law or regulation establishes a different filing period.

VII. Informal Resolution

An informal resolution prior to a formal hearing. Informal resolution methods may include:

- Staff conferences
- Mediation
- Corrective actions
- Settlement discussions

A written decision will be issued within sixty (60) days of the filing of the complaint

Note: Informal resolution efforts shall not delay the complainant's right to a hearing.

VIII. Hearing Procedures

Right to a hearing

If a complaint cannot be resolved informally, the complainant shall be provided an opportunity for a hearing.

Hearing Timeline

The SCWDB shall:

- Conduct a hearing when requested; and
- Issue a written decision within sixty (60) days of the filing of the complaint.

Hearing Requirements

Hearings shall:

- Be conducted by an impartial hearing officer – SCWDB Director
- Provide reasonable advance written notice
- Allow both parties to present evidence
- Allow witness testimony
- Permit representation by counsel or another representative
- Maintain an official record of proceedings
- Notification of hearing date will be issued to all parties 30 days prior to the date of the hearing

IX. Written Decision

Written determinations shall include:

- Summary of allegations
- Findings of fact
- Applicable laws or regulations
- Conclusions
- Corrective actions, if applicable

- Appeal rights and deadlines

X. Appeals Process

Appeals to the Commonwealth of PA

- Either party may appeal when:
    - No local decision is issued within sixty (60) days; or
    - The party is dissatisfied with the local determination.

- Appeals must be filed within twenty (20) working days of:
    - Receipt of the local decision; or
    - Expiration of the sixty-day decision period.

State Appeal Decision

The Commonwealth shall issue a decision within sixty (60) days of receipt of the appeal.

Appeal to the U.S. Department of Labor

An appeal may be filed with the U.S. Department of Labor when:

- No state decision has been issued within sixty (60) days of receipt of the grievance or complaint or within 60 days of receipt of the request for appeal of a local level grievance; or
- A party receives an adverse state decision.
    - Appeals made under this scenario must be filed within 60 days of the receipt of the decision being appealed

USDOL appeals made under either of these scenarios must be filed within 120 days of the filing of the grievance with the state, or the filing of the appeal of a local grievance with the state

All appeals must be submitted by certified mail, return receipt requested, to:

Secretary
U.S. Department of Labor
200 Constitution Ave. NW
Washington, DC 20210
Attention: ASET

Under the scenarios listed above US DOL must make a final decision on the filed appeal no later than 120 days after receiving the appeal.

XI. Accessibility Requirements

The SCWDB shall ensure:

- Language assistance services for LEP individuals
- Reasonable accommodation for individuals with disabilities
- Auxiliary aids and services upon request
- Accessible formats and communications
- Meaningful access to complaint procedures

XII. Confidentiality

Complaint information shall be maintained confidentially to the maximum extent permitted by law.

XIII. Retaliation Prohibited

No person may intimidate, threaten, coerce, discriminate against, or retaliate against any individual because they:

- Filed a complaint
- Participated in a complaint investigation
- Assisted in complaint processing
- Opposed unlawful practices

XIV. Record Retention

All complaint records shall be maintained for a minimum of three (3) years following final resolution unless a longer retention period is otherwise required by law.

Records shall include:

- Complaint forms
- Correspondence
- Investigation materials
- Hearing records
- Determinations
- Appeals
- Resolution documentation

XV. Public Notice

The SCWDB shall:

- Publicly post complaint procedures
- Include complaint rights in participant materials
- Make procedures available upon request
- Ensure staff are trained regarding complaint procedures and rights

XVI. Equal Opportunity (EO) Complaints

Complaints alleging discrimination or retaliation based on protected status must immediately be referred to the Equal Opportunity (EO) Officer.

Discrimination complaints may be filed with the recipient's EO Officer or directly with the U.S. Department of Labor Civil Rights Center. Such complaints are generally subject to a 180-day filing period and are governed by 29 CFR Part 38 rather than the grievance procedures in 20 CFR 683.600.

EO complaints are governed by:

- WIOA Section 188
- 29 CFR Part 38
- Applicable equal opportunity; nondiscrimination and civil rights statute

XVII. Fraud and Waste

Pursuant to 20 CFR 683.620, procedures must address allegations of fraud, abuse, criminal misconduct, and misuse of WIOA funds.

Such allegations may be referred to appropriate investigative authorities and handled separately from standard grievance procedures.

XVIII. Complaint Coordinator

The SCWDB designates the following individual to coordinate WIOA Title I complaints and grievances:

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

XIX. Required Attachments

At a minimum, local policies should include:

- Complaint Intake Form
- Appeal Form
- Public Notice of Complainant Rights
- Complaint Tracking Form and Procedures
- Any locally required forms, notices, or workflow documents
    - WIOA Title I Complaint and Grievance and Appeals Policy – Notice to Participants
    - WIOA Title I Complaint and Grievance and Appeals Notice Acknowledgement of Receipt

Attachment A - Complaint Intake Form

Complainant Name: _____
Address: _____
Phone: _____
Email: _____
Date: _____
Respondent: _____
Description of Complaint: _____
Requested Resolution: _____

Additional Information:

Attachment B - Appeal Request Form

Complainant Name: _____
Address: _____
Phone: _____
Email: _____
Respondent: _____
Description of Complaint: _____
Original Decision Date: _____

Appeal Date: _____
Reason for Appeal: _____

Additional Information:

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.

Attachment D - Complaint Tracking Form and Procedures

Part I – Complaint Tracking Form

Tracking No.	Date Received	Complainant Name	Complaint Type	Program/Entity	Assigned To	Informal Resolution	Hearing Requested	Decision Due	Status	Date Closed

Complaint Type Codes

Code	Category
DA	Denial of Program Access
ED	Eligibility Dispute
TS	Termination from Services
FS	Failure to Provide Services
WV	WIOA Violation
PD	Procurement Dispute
MF	Misuse of Funds
SD	Service Delivery Concern
LP	Local Policy Violation

Complaint Tracking Procedures

1. Receipt of Complaint: Assign tracking number, date-stamp, enter into log, and acknowledge receipt within five business days.
2. Complaint File Creation: Maintain intake forms, correspondence, investigations, hearing notices, determinations, appeals, and resolution documentation.
3. Informal Resolution: May include mediation, conferences, settlements, and corrective actions.
4. Hearing Process: Provide impartial hearing and issue written determination within 60 days.
5. Written Determination: Include findings, conclusions, corrective actions, and appeal rights.
6. Appeals: Process appeals in accordance with Pennsylvania Department of Labor & Industry requirements.
7. Record Retention: Retain complaint records for at least three years after final resolution.

Part II – Individual Case Tracking Sheet

Tracking Number: _____

Complainant Name: _____

Address: _____

Phone: _____

Email: _____

Respondent: _____

Program/Service Involved: _____

Processing Timeline Action	Date Completed	Staff Initials
Complaint Received		
Complaint Acknowledged		
Informal Resolution Attempted		
Hearing Requested		
Hearing Conducted		
Written Determination Issued		
Appeal Filed		
State Appeal Decision Received		
Case Closed		

Attachment E: Participant Notice and Acknowledgement

The following notice will be given to Title 1 WIOA Participants upon enrollment into WIOA Title I Program:

WIOA Title 1 Complaint and Grievance and Appeals Policy – Notice to Participants

Per the Southwest Corner Workforce Development Board WIOA Title 1 Complaint and Grievance Procedures and Appeal Policy, individuals have the right to file WIOA Title I complaints and grievances and receive a hearing and written decision within 60 days.

All attempts to resolve initial complaints should be first done informally with the agency/department/training institution identified in the complaint. If the complaint cannot be resolved informally, the complainant can file a complaint in writing to the Complaint Coordinator.

Complaints can be filed in person, by mail, by email, Electronically, or by telephone with staff assistance using the Complaint Intake Form found in the Southwest Corner Workforce Development Board WIOA Title 1 Complaint and Grievance Procedures and Appeal Policy.

SCWDB will follow the applicable procedures for reviewing, resolving, and, when appropriate, hearing and appealing complaints and grievances.

Please see the WIOA Title 1 Complaint and Grievance Procedures and Appeal Policy available in person at the PA CareerLink® Office or online at www.southwestcornerwdb.com

I acknowledge that I have been notified of the WIOA Title I Complaint, Grievance and Appeals Procedures and I have been informed that the complete policy is available at www.southwestcornerwdb.com . I understand that I may contact the Complaint Coordinator if I have questions about my rights or need assistance with the complaint or grievance process.

Participant Name (Print): _____

Participant Signature: _____

Date: _____

Staff Name (Print): _____

Staff Signature: _____

Date: _____

Staff Use Only

Program/Service: _____

Participant ID (if applicable): _____

Date Notice Provided: _____