

# SNAPSHOT

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|----------------|--------------------------------|
| Subject:       | Grievance/Complaint Procedures |
| Policy Number: | ADWB-XX-2018                   |

## BACKGROUND

Per law, grievance procedures are required under the Workforce Innovation and Opportunity Act (WIOA) in order to ensure that all participants and other interested parties are aware of their rights under the Act, and, in addition, to ensure that individuals who believe their rights have been negatively affected by WIOA related actions have access to appropriate remedies.

## POLICY/ACTION

### Process for Agency Staff

All complaints are to be completed on the Grievance/Complaint Form unless noted otherwise by specific program guidelines.

- The approved procedure calls for the complainant to first attempt a resolution with his/her assigned Workforce Specialist (or in the case of Employers, a Wagner-Peyser representative).
- If unable to resolve the complaint at this level, the Workforce Specialist should then involve his/her Program Supervisor in attempt to resolve the complaint.
- If the complaint is unable to be resolved at this level, the Program Supervisor will then provide the participant the Grievance/Complaint Form and procedure for the program that is serving the complainant, and provide any assistance necessary for filing the complaint.
  - The complaint will be considered filed when the written complaint reaches a designated Arapahoe/Douglas Works! Program Manager. The designated Arapahoe/Douglas Works! Program Manager will then assure that all subsequent steps, including a formal hearing, are available within the prescribed program guidelines.
    - All EO complaints are separate and will be directed to the designated Arapahoe/Douglas Works! EO Officer.
- Once a complaint has been filed in writing with a designated Arapahoe/Douglas Works! Program Manager, all correspondence and questions concerning the complaint should be directed to that designated Arapahoe/Douglas Works! Program Manager.
- An opportunity for a local level appeal to the State will be provided when:
  - No decision is reached within **sixty (60) calendar days**; or
  - The complainant is dissatisfied with Arapahoe/Douglas Works!' hearing decision.

## Appeals to the State

- Notification of the State Grievance Administrator's final decision will be provided to the complainant and Arapahoe/Douglas Works!.
- The State Grievance Administrator will make a final decision within **sixty (60) calendar days** of receipt of the appeal.

### Appeals to the US Department of Labor:

Should the CDLE State Grievance Administrator not render a decision within **sixty (60) days** or the extended time period, or if the complainant chooses to appeal an adverse decision, an appeal in writing may be made to the:

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

In addition, the appeal must be sent certified mail, return receipt requested.

### Talent Enhancement (Temporary Assistance for Needy Families/Employment First/Parents to Work)

If a concern/complaint arises against a Talent Enhancement staff, please reference the "Process for Agency Staff" section of this policy regarding complaints against Arapahoe/Douglas Works! staff.

Regarding complaints against case status, benefits, sanctions, processes, and program requirements, the following steps must be followed in order to ensure that any complaints/concerns are addressed appropriately (and with all necessary information). If the steps are not followed in order, Arapahoe County Human Services will direct customers back to the appropriate level for resolution.

1. First, the customer should contact the Program Specialist assigned to his/her case to discuss any concerns and seek resolution. To reach the Program Specialist, customers should call the Arapahoe County Human Services Customer Service Center at 303-636-1170.
2. If the customer feels that his/her concerns have not been resolved, the customer should contact the Customer Service Center and request a call from the Program Specialist's Lead Worker or Supervisor.
3. If the customer feels that his/her concerns were not resolved by the phone call with the Lead Worker or Supervisor, he/she should contact Arapahoe County Human Services' Community Support Services' Client Relations Coordinator at 303-636-1481 to discuss his/her concerns and seek resolution.
4. If the customer still believes his/her concerns have not been resolved by the Client Relations Coordinator, he/she should send a written statement to the Community Support Services Manager and outline any remaining concerns.
  - a. The Community Support Services Manager will initiate a thorough review of all issues and the customer will be notified of the findings within **twenty (20) calendar days**.
5. If the customer believes that his/her concerns were not resolved by the Community Support Services Manager, he/she should send a written statement to the Human Services Department Director and outline any remaining concerns. The Human Services Department Director will determine the best course of response.

### Designated Arapahoe/Douglas Works! Contacts

See Arapahoe/Douglas Works! Org Chart to view corresponding names:

- Business Services and Economic Development Engagement Manager
- Career Services Manager
- Talent Development Manager
- Talent & Workforce Engagement Manager