



## GRIEVANCE PROCEDURES

### Complaint Procedure

Any person or agency, which feels that Arapahoe/Douglas Works! Or any of its service providers has violated provisions of the Workforce Investment Act, federal regulations, the approved Job Training Plan, or other agreements shall be afforded the opportunity to resolve the complaint at each of the following steps.

1. Appeal to the Workforce Specialist (if complaint originates from a customer).
2. Appeal to the Informal Complaints Officer.
3. Appeal to the Independent Local Hearing Officer.
4. Appeal to the Director of Arapahoe/Douglas Works!
5. Appeal to the Independent Governor's Review.

Appeal to the Governor must be made within 10 days of the decision of the Director. The Governor's (independent) decision is final.

### Equal Opportunity is the Law DISCRIMINATION PROCEDURE

Arapahoe/Douglas Works! (ADW) is prohibited from discriminating on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity (WIOA) on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title I-financially assisted program or activity. ADW must not discriminate any of the following areas: Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

If you think that you have been subjected to discrimination under a WIOA Title I-funded program or activity, you may file a complaint within 180 days from the date of the alleged violation with ADW Equal Opportunity Officer (or the person designated for this purpose), or you may file a complaint directly with:

Colorado Department of Labor  
JoAnna Miller, EEO Officer  
633 17<sup>th</sup> Street Suite 1200  
Denver, CO 80202  
Phone: (303) 318-8206 TTY: (303) 866-6069

Directorate of Civil Rights  
U.S. Department of Labor  
OR 200 Constitution Avenue, N.W., Room N-4123  
Washington, D.C. 20210

If you file your complaint with ADW, you must wait until ADW issues a written Notice of Final Action, or until 90 days have passed, whichever is sooner, before filing with the Civil Rights Center (See address above). If ADW has not provided you with a written Notice of Final Action within 90 days of the day of which you filed your complaint, you do not have to wait for ADW to issue the Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within the 120 days after the day on which you filed your complaint with ADW). If ADW does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

All forms and timeframes for action and response will be provided to you in accordance with ADW policy.

**I ATTEST BY MY SIGNATURE THAT I HAVE READ OR HAD READ TO ME THE ABOVE PROCEDURES, AND THAT I UNDERSTAND MY RIGHTS UNDER THE LAW.**

Customer Signature

Date