

**GRIEVANCE PROCEDURES**

**Complaint Procedure**

Any person or agency, which feels that Arapahoe/Douglas Works! (ADW) or any of its service providers has violated provisions of the Workforce Innovation and Opportunity Act (WIOA) of 2014, federal regulations, the approved Training Request 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 Program Supervisor/Manager
3. Appeal to the Informal Complaints Officer
4. Appeal to the Colorado Department of Labor and Employment if no decision is reached within sixty (60) calendar days or the complainant is dissatisfied with Arapahoe/Douglas Works!' hearing decision. The appeal must be in writing and filed with the Colorado Department of Labor and Employment (CDLE) within ten (10) calendar days after notification of the local decision, if a timely decision is not rendered within fifteen (15) calendar days from the date on which the complainant should have received a timely decision.

**EQUAL OPPORTUNITY IS THE LAW  
 DISCRIMINATION PROCEDURE**

Arapahoe/Douglas Works! 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 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 the ADW Equal Opportunity Officer (or the person designated for this purpose), or you may file a complaint directly with:

Colorado Department of Labor and Employment  
 Attention: State Grievance Administrator  
 633 17<sup>th</sup> Street, Room 700  
 Denver, Colorado 80202

OR

Secretary of Labor  
 U.S. Department of Labor  
 200 Constitution Avenue, N.W.  
 Washington, D.C. 20210  
 Attention: ASET

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 Secretary of Labor (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 the Secretary of Labor. However, you must file your Secretary of Labor 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 the Secretary of Labor. You must file your complaint with the Secretary of Labor within 30 days of the date on which you received the Notice of Final Action.

All forms and time frames 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