

## **GRWDB One-Stop Career Center Complaint Procedure Policy**

**Purpose:** A One-Stop Career Center Complaint Procedure Policy, required under Workforce Innovation and Opportunity Act (WIOA) programs, as per NJWIN 12-16(A), was approved by the Greater Raritan Workforce Development Board (GRWDB) at its Oct. 6, 2022, board meeting.

**Background:** WIOA requires each local area, state, outlying area and direct recipient of funds under I of WIOA to establish and maintain a procedure for participants and interested parties to file grievances and complaints alleging violations of WIOA requirements.

As detailed in NJWIN 12-16(A), this is to be a unified procedure that all One-Stop Career Center (OSCC) management and staff follow to publicize, document, and process complaints alleging:

- Discrimination by OSCC staff
- WIOA violations
- Actions or omissions by the Employment Service (ES) staff
- Complaints from customers placed into On-the-Job Training programs

In addition, complaints from customers referred to employers who are allegedly in violation of labor standards. Complaints lodged by Migrant and Seasonal Farmworkers are to be treated as ES-related complaints regardless of how the worker found the job.

**Policy:** Greater Raritan One-Stop Career Center partners, including but not limited to, staff of the Greater Raritan Workforce Development Board, the One-Stop Operator, the provider and staff of career training services, ES staff and vendors of funded services will follow a unified procedure for the handling of complaints and grievances.

The One-Stop Career Center Complaint Poster and Equal Opportunity is the Law Poster will be prominently displayed for customers in Greater Raritan OSCC offices, and each new customer will acknowledge receipt of handouts on the complaint procedure process.

In Greater Raritan, the ES manager will serve as the area's Complaint Specialist and EO Officer.

All formal complaints must be writing and be signed by the complainant, using ETA Form 8429, as detailed in Training and Employment Notice 1-17. (Attachment) Complaints will be recorded in the OSCC Customer Complaint Log by the Complaint Specialist.

A complainant may file a complaint or grievance at the local, State or Federal Level. The complaint must be filed within one year of the time the alleged violation occurred. A complainant must be provided with an opportunity for informal resolution prior to the submittal of a written complaint and a hearing to be completed within 60 days of filing the complaint.

An appeal to the New Jersey Department of Labor and Workforce Development may be filed if no decision is reached within 60 days. An appeal also may be filed by either party if dissatisfied with the local hearing decision.

Additional procedures outlined in NJWIN 12-16(A) will be followed in the GRWDB Local Area.