

**NORTHWEST REGIONAL WORKFORCE
INVESTMENT BOARD, INC.**

GRIEVANCE PROCEDURE – PROGRAM PARTICIPANTS

Within the exception of complaints alleging fraud or criminal activity, program participant complaints against a program operator shall be submitted in writing to their Program Director within one (1) year of the date the incident occurred. The Program Director shall follow the designated procedure of their respective agency.

Northwest Regional Workforce Investment Board, Inc. will comply with the respective grievance procedure of all subagents and allow them necessary time to resolve any grievance or complaint. However, Northwest Regional Workforce Investment Board, Inc. would like the matter to be handled as expeditiously as possible and will request all grievances to be resolved at the subagent level within sixty (60) calendar days of the complaint. If a resolution has not been reached which is satisfactory to the complainant, the complainant may appeal the decision to Northwest Regional Workforce Investment Board, Inc.

In order for Northwest Regional Workforce Investment Board, Inc. to initiate investigation into the complaint, the aggrieved party must first exhaust all grievance procedures pertaining to the subagent complaint procedures and must contact Northwest Regional Workforce Investment Board, Inc. within four (4) calendar days of the final resolution of the subagent's grievance procedure, and resubmit his/her complaint in writing to Northwest Regional Workforce Investment Board, Inc.

If the employee or trainee believes he/she has been discriminated against, or has a complaint against Northwest Regional Workforce Investment Board, Inc. and not a program operator, he/she must contact Northwest Regional Workforce Investment Board, Inc. within (90) calendar days of the date of the act occurred, and submit his/her complaint in writing to Northwest Regional Workforce Investment Board, Inc.

The following are the steps, which will be followed by Northwest Regional Workforce Investment Board, Inc. once the subagent complaint procedures have been exhausted:

STEP I – INFORMAL CONFERENCE

Northwest Regional Workforce Investment Board, Inc. shall schedule an informal conference with the complainant and the respondent(s). The purpose of the informal conference is to attempt a resolution, which will be mutually acceptable to the parties involved in an informal manner. If the complainant is not satisfied with the results of the informal conference, he/she may request a hearing by submitting to the Executive Director a written, signed and dated request for a hearing within the four (4) calendar days of the informal conference.

**STEP II – HEARING – HELD BY INDEPENDENT HEARING
OFFICER SELECTED BY NORTHWEST REGIONAL
WORKFORCE INVESTMENT BOARD, INC.**

The Hearing Officer will send a notice of the hearing in writing to all appropriate parties. The Hearing will be held within thirty (30) calendar days of the date the complaint was received by Northwest Regional Workforce Investment Board, Inc. The hearing notice will include the date, place and time of the hearing, notification of the opportunity to present evidence, a brief statement of the complaint and issues to be resolved, and that the Hearing Officer's decision will be rendered in writing.

The Hearing Officer shall, within twenty (20) calendar days of the hearing, render a written determination concerning the complaint to Northwest Regional Workforce Investment Board, Inc. Northwest Regional Workforce Investment Board, Inc. shall review the decision of the Hearing Officer and will either approve the Hearing Officer decision or change the decision in writing. In the event Northwest Regional Workforce Investment Board, Inc. changes the decision of the Hearing Officer, said changes shall be added to the decision of the Hearing Officer and shall include the rationale for the change(s). The final decision at this step of the grievance procedures shall be received in writing by all parties within (30) calendar days of the hearing. This final decision shall include the complainant's right to appeal within ten (10) calendar days to Connecticut Labor Department, 200 Folly Brook Blvd. Wethersfield, CT 06109. The sixty (60) day time frame will again apply.

ADDITIONAL NOTES ON COMPLAINTS

Complaints that allege discrimination on the grounds of race, color, nation origin, sex, religion, political affiliation or belief, citizenship or genetics may follow these procedures for resolving their complaint, or may file the complaint directly with:

**Secretary
U.S. Dept of Labor
Washington, DC 20210
ATT: ASET**

A copy of the appeal must be simultaneously provided to:

**Regional Administrator
USDOL/ETA
John F. Kennedy Federal Building
Boston, Massachusetts 02203**

And the opposing party.

At the option of the complainant, a discrimination complaint on any of the aforementioned grounds may be withdrawn from Northwest Regional Workforce Investment Board, Inc. Grievance procedures before an appeal will be accepted at the Federal Level (Regional Office of Civil Rights).

Updated: 3/28/2013