



FORMAL GRIEVANCE NOTIFICATION

Pursuant to Section 181 (c) of the Workforce Investment Act (WIA) and Title 20 CFR Section 667.600 through 667.610, local workforce investment areas shall establish and maintain a policy and procedure to record and resolve grievances and complaints that are raised in providing this program. If you believe there has been a violation of these laws, you may file a Grievance/Complaint directly with the EDA/WDD Equal Opportunity Officer within one year of the alleged occurrence.

EDA/WDD provides the following assistance for filing grievance/complaints:

1. Assistance from your employer, training provider, or EDA/WDD Equal Opportunity Officer in preparing, your complaint in writing, upon request;
2. An informal discussion with the training provider, employer, or EDA/WDD in order to discuss your complaint, and to identify and clarify issues of disagreement in an attempt to reach a mutually satisfactory resolution within 10 days of filing;
3. Notification in writing if the grievance or complaint is not resolved during the informal resolution process within 10 days prior to the date of the hearing.
4. Hearings on any grievance or complaint shall be conducted by an impartial hearing officer within 30 days of the filing of the grievance or complaint.
5. A final decision on your complaint from the Hearing Officer within 60 days of filing

In the event a person intends to file a grievance or complaint, the attached form must be completed and submitted to the EDA/WDD. Be sure to fill in all the required information to ensure completeness. If more space is needed to explain or describe the problem, please attach additional pages as necessary.

Should assistance be required or if additional information regarding the grievance/complaint procedure is needed please contact:

Sandy Kantor, M.A.
Equal Opportunity Officer
1151 Spruce Street
Riverside, CA 92507
Telephone: 951.955.3100
FAX: 951.955.3131
TDD/TTY: 951.955.9050
Email: skantor@rivcoeda.org



FORMAL GRIEVANCE NOTIFICATION FORM

All formal grievances must comply with appropriate format and must include the following:

1. Name, address, and telephone number of the person(s) or organization against whom the complaint is made.

2. Complainant's name, address, and telephone number.

3. Date the grievance is filed. _____

4. Basis of the Grievance. When known, please cite the appropriate section of WIA, WtW and their governing regulations. If possible, stipulate the actual violations or breaches of the program.

5. Give a specific remedy that would correct the violation you have claimed.

Grievance must be signed by the complainant:

Complainant's Signature

Date