

SECTION 17 – GRIEVANCE AND COMPLAINT PROCEDURES

17.1 Purpose

This section establishes procedures for resolving grievances and complaints related to the operation of workforce development programs administered by the New River/Mount Rogers Workforce Development Board.

These procedures are established in accordance with WIOA Section 181 and 20 CFR §683.600.

These procedures apply to complaints related to:

- Program operations
- Service delivery
- Participant treatment
- Contracted service providers
- Violations of WIOA program requirements

Discrimination complaints are addressed separately under Section 16 – Equal Opportunity and Nondiscrimination.

17.2 Definitions

Grievance

A formal complaint alleging a violation of WIOA program requirements, program policy, or dissatisfaction with workforce program services.

Complainant

An individual or entity filing a grievance or complaint.

17.3 Policy

The Workforce Development Board will provide an orderly and fair process for resolving grievances and complaints related to workforce development programs.

Participants, service providers, partners, employers, and other affected parties have the right to file grievances regarding workforce programs administered by the Workforce Development Board.

Complaints must be handled promptly, fairly, and without retaliation.

17.4 Filing a Grievance or Complaint

Grievances must be submitted in writing within 30 calendar days of the alleged violation.

The complaint must include:

- Name and contact information of the complainant
- Date of the alleged violation
- Identification of the respondent
- Description of the allegation
- Requested resolution

Grievances may be filed with:

Jenny Bolte
Executive Director
New River/Mount Rogers Workforce Development Board
6580 Valley Center Drive
Radford, VA 24141

Phone: (540) 633-6764

Email: Jenny.Bolte@nrmrworks.org

17.5 Informal Resolution

The Workforce Development Board may attempt to resolve grievances informally through mediation when appropriate.

Informal resolution may occur prior to formal investigation when both parties agree.

Participation in informal resolution does not waive the complainant's right to pursue formal grievance procedures.

17.6 Investigation and Hearing Procedures

Upon receipt of a grievance or complaint, the Workforce Development Board will:

1. Acknowledge receipt of the complaint within five business days.

2. Conduct an investigation of the allegations.
3. Provide the complainant an opportunity for a hearing if the complaint cannot be resolved informally.
4. Issue a written decision within 60 calendar days of the filing of the complaint.

Hearings may be conducted by the Workforce Development Board or a designated impartial hearing officer.

17.7 Written Resolution

The written decision will include:

- Findings of fact
- Determination regarding the allegation
- Corrective action if applicable
- Information regarding appeal rights

17.8 Appeals

If the complainant is dissatisfied with the local decision, or if no decision is issued within 60 calendar days, the complaint may be appealed to:

Constance Green
Virginia Works – WIOA Title I Administrative Entity
2221 Edward Holland Drive
Richmond, VA 23230

Phone: (434) 978-8538

Email: constance.green@viriniaworks.gov

Appeals must be filed within 30 calendar days of receiving the local decision.

17.9 Confidentiality and Non-Retaliation

All grievances will be handled with confidentiality to the extent possible while allowing for a fair investigation.

Retaliation against individuals who file complaints or participate in investigations is strictly prohibited.

17.10 Documentation Requirements

The Workforce Development Board must maintain documentation of grievance proceedings including:

- Written complaint
- Investigation notes
- Evidence reviewed
- Written decision
- Hearing documentation if applicable
- Appeal documentation if applicable

Documentation must be retained consistent with federal record retention requirements and the documentation standards outlined in Section 9 – Privacy, Confidentiality, and Records Protection.

17.11 Monitoring

The Workforce Development Board will maintain a grievance log and periodically review complaints to identify trends and ensure compliance with federal regulations.

Grievance procedures may be reviewed as part of internal monitoring activities conducted under Section 12 – Internal Monitoring and Quality Assurance.