

GREIVANCE AND COMPLAINT

Grievance apply only to programmatic complaints alleging noncriminal violations of Workforce Innovation and Opportunity Act (WIOA) Title I requirements in the operation/administration of WIOA programs and activities. Yolo County procedures are intended to resolve issues related to WIOA Title I grant programs operated by the Health and Human Services Agency (HHS) the administrative entity or its subrecipients.

HOW TO FILE A GRIEVANCE COMPLAINT

Local Level Grievance and Complaint Resolution Procedures

Grievances or complaints must be filed within one year of the alleged violation, be in writing, signed, and dated by the complainant. Complainant has the right to receive technical assistance from the Local Area in filing the grievance or complaint. All persons filing grievances or complaints shall be free from restraint, coercion, and discrimination.

Complainants must submit the grievance or complaint to the following address:

Health and Human Services Agency
WIOA Grievance or Complaint
Attn: Tanya Provencher
25 N. Cottonwood
Woodland, CA 95695

State Level Grievance and Complaint Resolution Procedures

As required under Title 20 CFR Section 683.600(d), the state must establish procedures for resolving appeals of decisions issued at the local level, grievances or complaints regarding statewide workforce programs, and grievances or complaints alleging state violations of WIOA Title I requirements.

The appeal or request for EDD review must be in writing, signed, and dated by the complainant. Appeals must be filed or postmarked within 10 days from the date on which the complainant received an adverse decision from the Local Area.

Requests for EDD review must be filed or postmarked within 15 days from either of the following:

- The date on which a complainant should have received a decision regarding a locally filed complainant, which is defined as five days from the date the decision was due.
- The date on which an instance of restraint, coercion, or reprisal was alleged to have occurred as a result of filing the complaint.

Complainants must submit appeals or requests for EDD review to the following address:

Chief, Compliance Review Office, MIC 22-M
Employment Development Department
P.O. Box 826880
Sacramento, CA 94280-0001

Federal Level Appeal Process

Appeals of an adverse decision must be file within 60 days of receipt of the adverse decision from the State Review Panel.

In cases where the State Review Panel did not issue a decision, the complainant must file an appeal within 120 days of either of the following:

- The date on which the complainant filed the appeal of a local level decision or request for EDD review with the state.
- The date on which the complainant filed the grievance or complaint with the state.

All appeals to the Secretary must be sent to the Department of Labor (DOL) National Office via certified mail with return receipts requested. Copies of the appeal must simultaneously be provided to the DOL Employment and Training Administration (ETA) Regional Administrator and the respondent.

Mailing addresses for the DOL National Office and the ETA Regional Administrator are included below:

DOL

National Office: Secretary of Labor
Attn: Assistant Secretary of ETA
U.S. Department of Labor
200 Constitution Avenue, NW
Washington, DC 20210

ETA

Regional Administrator: Office of Regional Administrator
U.S. Department of Labor
P.O. Box 193767
San Francisco, CA 94119-3767

