

Participant Notice of WIOA Program Grievance/Complaint Procedures

If you think that you have been adversely affected by a decision or action by the San Luis Obispo County Workforce Development Board, WIOA service providers, the America's Job Center of California (AJCC) one-stop system or its partners, you have the right to file a complaint.

For assistance with filing a WIOA complaint, please contact the AJCC or Eckerd Connects Grievance and Complaint Officer staff identified below:

Grievance/Complaint Officer Name: _____

Phone: _____ E-Mail: _____

Complaints must be filed within one (1) year of the alleged violation. **A written decision shall be issued within 60 days of receipt of the written complaint.** All complaints must be in writing, signed and dated by the complainant and shall contain the following:

- The full name, mailing address and telephone number of the complainant;
- The full name, telephone number and address of the person or agency you are alleging the violation against (respondent);
- A clear and concise statement of the facts and dates describing the alleged violation
- If known, the provisions of the WIOA law, regulations, policy or other agreements under WIOA believed to have been violated;
- Grievances or complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with the WIOA law, regulations, policy or contract
- The remedy/solution you are seeking.

Complaints may not be amended to add new issues, however may be amended to correct technical issues. Complaints may be withdrawn at any time prior to the issuance of the written decision.

It is the policy of the San Luis Obispo County Department of Social Services (DSS) (as the Administrative Entity for the Workforce Development Board/WIOA programs) that complaints alleging program violations of WIOA must first be filed at the service provider level. After the written complaint is filed, you will be contacted to participate in an informal resolution process. Should that process not adequately resolve your matter you may request a hearing with an impartial hearing officer appointed by DSS, within 10 days of the receipt of the written informal resolution letter. Requests for a hearing should be made to:

The AJCC/Eckerd Connects Grievance and Complaint Officer staff listed on top of this form
or

DSS WIOA Program Manager at 805-781-1838

You will be notified in writing of the date, time and location of the hearing. At that meeting an attempt to resolve the complaint will take place. If a resolution cannot be reached at the local level or you do not receive a written decision within 60 days of filing your complaint, or you receive an adverse decision, or if there has been any incident(s) of restraint, coercion, or reprisal as a result of filing a grievance or complaint, you have the right to file an appeal with the State. The appeal must include the information stated above and be submitted in writing within: 10 days from the date on which you receive the written decision; or, if no written decision was received, 15 days from the date you should have received a decision; or 15 days from the date on which an instance of restraint, coercion, or reprisal was alleged to have occurred as a result of filing the complaint. Requests for appeal should be mailed to:

Chief, Compliance Review Division, MIC 22-M
Employment Development Department
PO Box 826880
Sacramento, CA 94280-0001

I attest that I have received a copy of the grievance complaint form and understand my rights.

Client Signature: _____ Date Signed: _____