



**GRIEVANCE PROCEDURE**

**Workforce Innovation and Opportunity Act**

All WIOA program participants, WorkForce WV American Job Center Partners, Service Providers, and other interested parties have the right to file a grievance. Such parties may file a complaint concerning any aspect of the implementation of the Workforce Innovation and Opportunity Act when they feel the provisions of the Act have not been followed.

Grievance: An actual or supposed circumstance regarded as just cause for protest or complaint.

**GRIEVANCE PROCEDURE:**

Step 1: The person having the complaint shall discuss it and put in writing to his/her immediate supervisor/instructor where applicable within two (2) working days of the alleged occurrence. A written response will be given to the grievant within three (3) working days. The grievant may request assistance from anyone in writing the complaint.

Grievant accepts the decision or proceeds to:

Step 2: Grievant requests an investigation by contacting the Region 1 Workforce Development Board in writing within five (5) working days. Electronic mail and faxed complaints, as well as letters in any form, meet the definition of "in writing". Verbal complaints will not be accepted for investigation. The complaint should specify what the issue is; to the extent possible, indicate what provision of the Act the complainant feels has been violated; and what remedy the complainant is seeking to satisfy the complaint.

An investigator will be assigned from the R1WDB staff to review and/or investigate the complaint. Written grievance should be sent to:

Grievance Officer  
Region 1 Workforce Development Board  
200 New River Town Center – Suite 200  
Beckley, WV 25801  
(FAX) 304-253-0176

The Grievance Officer will review the complaint in a final attempt to reach an informal resolution. A written decision is rendered to all parties within ten (10) days.

**APPEAL:**

The decision of the Region 1 Workforce Development Board may be appealed if either party is not satisfied by the action of the R1WDB. Within five (5) working days from the date the decision was received, a completed Request for Hearing form, which is attached to the decision rendered by R1WDB, must be forwarded to:

WorkForce West Virginia Building 4, Room 610 112 California Ave.  
Charleston, WV 25305  
(304) 558-7024

The hearing officer will schedule a hearing to be held within twenty (20) working days of receipt of a request. Parties to the hearing may be represented at the hearing, but the hearing is not a legal proceeding. The hearing may be held either in person or by phone, at the complainant's discretion. Parties to the complaint may bring witnesses to present evidence at the hearing. The hearing officer will issue a final decision within twenty (20) working days of the hearing.

GRIEVANCE AWARENESS FORM

Participant's Name: \_\_\_\_\_

I hereby certify that I have received and am aware of the WIOA Grievance Procedure. I further understand that no adverse action can be taken against me for filing a grievance.

\_\_\_\_\_  
Participant's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Workforce Advisor's Signature

\_\_\_\_\_  
Date



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Workforce Advisor's Signature

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Date