

**ATTACHMENT L**

**GRIEVANCE POLICY  
FIELD GUIDANCE MEMORANDUM 105**



**DRAFT**

**References:**

Workforce Innovation and Opportunity Act of 2014 (Public Law 113-128)  
WIOA Final Rules published in the Federal Register, Vol. 81, No. 161, dated August 19, 2016,  
Sections 680.760, 680.770, 680.210, 680.320

**Purpose:**

Pursuant to the Workforce Innovation and Opportunity Act of 2014 (Public Law 113-128) and State Policy 2001-01 WIOA program participants have a right to file a grievance. Grounds for a grievance involve individual discrimination based on race, color, religion, sex, national origin, age, disability, and political affiliation or belief during employment in the administration of, or in connection with, any WIOA-funded program or activity.

If a participant thinks that he/she has been subjected to discrimination under a WIOA-funded program or activity, a complaint can be filed within 180 days from the date of the alleged violation with the Local Workforce Development Area's (LWDA) Equal Employment Opportunity (EEO) Officer, or the participant may file a complaint directly with the Civil Rights Center (CRC).

Program Operators will make every effort to resolve complaints at their level. If a resolution cannot be achieved, the complaint has the option of contacting the Greater Peninsula Workforce Development Board's EO Officer or go directly to the Director, Civil Rights Center in Washington, D.C.

**Procedure** If a participant believes that he/she has a complaint regarding a violation of his/her civil rights, he/she can take the following steps:

- Step 1:** Go to the LWDA's EO Officer within 180 days of the alleged violation and bring the problem to that organization's attention. The LWIDA has 90 days to respond.
- Step 2:** If the LWDA does not respond within 90 days, the participant can immediately file the complaint directly with the CRC.
- Step 3:** If the LWDA responds within the 90 day limit and the participant is not satisfied with the resolution of the complaint, he/she can file directly with the Director of Civil Rights Center. This latter filing to the CRC must be completed within 30 days of the date you receive notice of the Subcontractor's proposed resolution.
- Step 4:** If the participant chooses, he/she may by-pass the LWDA and go directly to the CRC. The filing must be done within 180 days from the date of the alleged violation. Address of the CRC is shown on next page.

Director, Civil Rights Center (CRC)  
U. S. Department of Labor  
200 Constitution Ave., N.W., Room N-4123  
Washington, DC 20210  
Email: CRCEXternalcomplaints@dol.gov  
Fax: 202-693-6505

**General:**

- A. All LWDA internal time limits for grievances will be strictly adhered to unless it is not possible due to schedule limitations. The LWDA's Executive Vice President and Chief Operating Officer will approve/disapprove any requests for extension based on the facts of the case. The Director of the Civil Rights Center is the only person who can grant extensions on time limits regarding discrimination complaints.
- B. A copy of the grievance procedure and civil rights form will be given to each participant enrolled in WIOA activities for their review and signature. The original copy of this form will be placed in their participant folder.
- C. The LWDA's EO Officer is Ms. Shannon Trochuck, 757-826-3327. If you have any questions, please discuss them with your Career Planner first and Ms. Trochuck later if the participant needs additional information. For hearing impaired, the Virginia Telecommunications Relay Service is a service that relays a conversation between a person with a speech or hearing disability using a TTY (Text Telephone) and a hearing person using a regular telephone. To reach Virginia Relay simply dial 711. Additionally, Peninsula Worklink has a Text Telephone located in its telephone bank and the number to this telephone is 757-766-4928.
- D. The participant is requested to sign below to indicate that he/she has read and understands the information contained in this procedure. The Career Planner is required to counter sign that the participant has read and understands these grievance procedures.

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**Participant Signature**

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**Date**

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**Career Planner's Signature**

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**Date**



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Distribution:

**Peninsula Worklink Staff**

Angela Harris

Wanda Boulden

Veatryce Brown

Tecia Cogdell

Diana Cordero

Patricia Forde

Lourdes Malave

Donna Myers

Christine Rogan

Lisa Taylor

**NHREC – Youth Workforce Office Staff**

J. Joseph Johnson, III

Valencia Huggins

Sandy Muth

Tonya Oglesby

Nicole Pannell

Kimberly Sanders

Karla Stallworth

**PCFWD**

Shannon Trochuck