

## PA CareerLink<sup>®</sup> Staff Grievance Policy

PA CareerLink<sup>®</sup> partner staff members will follow their respective employer’s current grievance/appeals policy. In addition to following the employer’s policy in the event that inter-agency grievances arise, staff must follow the Northwest Pennsylvania Workforce Development Board (NWPA WDB) grievance process.

The NWPA WDB has established and maintains a grievance procedure for grievances or complaints about its programs and activities. All applicants and participants of the employment and training programs offered by the NWPA WDB are entitled to take advantage of this process.

Initially, complainants should attempt to resolve their complaint informally at the agency/department/training institution where they are placed. If the complaint cannot be resolved at this level to the complainant’s satisfaction, the complainant may file a complaint in writing summarizing their issue to the program services contractor.

The program services contractor will review and investigate the complaint in an attempt to reach a resolution with the complainant. If an informal resolution cannot be reached, a formal hearing will be provided within thirty (30) days of the original filing date. A written decision will be rendered to all parties within thirty (30) days of the hearing.

### REFERENCE

WIOA Section 181(c)  
 20 CFR 683.600

### HISTORY

| Name       | Date       | Rev. Level | Description of Change                      | Effective Date |
|------------|------------|------------|--|----------------|
| Deb O’Neil | 08/07/2014 | A          | Policy per new LWIB                        |                |
| Deb O’Neil | 10/20/2014 | B          | Policy revised per Local Plan requirements | 12/17/2014     |
| Deb O’Neil | 03/15/2017 | C          | Update language per WIOA                   | 06/09/2017     |