

Non-Discrimination/General Complaint Policy

The purpose of this policy is to provide a process for participants and other interested parties to file complaints that are **not equal opportunity complaints** alleging violations of the requirements of Workforce Innovation and Opportunity Act (WIOA) Title I programs. This process is available to WIOA Title I program participants and other interested parties affected by the local workforce development system, including one stop partners and service providers.

Initially, complainants should attempt to resolve their complaint informally at the agency/department/training institution where they are served. 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 one stop operator of the PA CareerLink®.

The one stop operator 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 by the NWPA Job Connect Board’s Executive Committee within 30 days of the original filing date of the complaint. A written decision will be rendered to all parties within thirty (30) days following the hearing. If no decision can be reached within sixty (60) days from the complaint or if either party is dissatisfied with the local hearing decision, the complainant can appeal to the PA Department of Labor and Industry.

Note: This process for general complaints does not apply to discrimination complaints brought under WIOA Section 188 and/or 29 CFR Part 38. Such complaints will be handled as outlined in NWPA Job Connect policy #304 Equal Opportunity Policy. Questions about or complaints alleging a violation of the nondiscrimination provisions of WIOA Section 188 may be directed or mailed to the Director, Civil Rights Center, U.S. Department of Labor, Room N4123, 200 Constitution Avenue NW, Washington, DC 20210, for processing.

HISTORY

Name	Date	Rev. Level	Description of Change	Effective Date
Deb O’Neil	08/05/2020	A	New policy per 20 CFR Part 683.600	09/11/2020
Deb O’Neil	12/23/2020	B	Revise title	03/12/2021

Auxiliary aids and services are available upon request to individuals with disabilities.
 Equal Opportunity Employer Program