

PA CareerLink[®] Staff Grievance Policy

PA CareerLink[®] 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 NWPA Job Connect Board’s grievance process. The NWPA Job Connect 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 Job Connect 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.

Note: This process for PA CareerLink[®] staff grievances 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 Board’s #304 Equal Opportunity Policy found at www.nwpajobconnect.org website. 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.

REFERENCES

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
Deb O’Neil	12/23/2020	D	Update language to exclude discrimination complaints	03/12/2021

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