

Non-Discrimination/General Complaint Policy

The purpose of this policy is to provide a process for participants, PA CareerLink[®] partners, service providers, contractors, employers, PA CareerLink[®] Operator, PA CareerLink[®] staff, and other interested parties affected by the local workforce development area to file complaints that are **not equal opportunity complaints** and that allege violations of the requirements of Workforce Innovation and Opportunity Act (WIOA) Title I programs.

Initially, complainants should attempt to resolve their complaint informally at the agency/department/training institution where they receive services. If the complainant is not satisfied with the resolution at this level, the complainant may file a complaint using the One-Stop Operator General Complaint Form. The form will be provided by PA CareerLink[®] staff.

The One Stop Operator will review and investigate the complaint to attempt to reach a resolution with the complainant. If a resolution cannot be reached, the complainant may file a complaint through NWPA Job Connect.

If a complaint is filed through NWPA Job Connect without having gone through the One Stop Operator first, the complainant may be referred to the Operator. This decision will be made based on the parameters of the complaint.

NWPA Job Connect staff will investigate the complaint and try to resolve the complaint. If the complainant is not satisfied with the resolution, they may request a formal hearing with the NWPA Job Connect Board's Executive Committee.

If a hearing is requested, the Executive Committee will meet within 45 business days of receipt of the complaint.

See Executive Committee Hearing Procedure for next steps.

A written decision will be sent 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 to the following address:

Pennsylvania Department of Labor and Industry
Bureau of Workforce Development Association
651 Boas Street 12th Floor
Harrisburg, PA 17121

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
Susan Richmond	03/07/2024	C	Updates to procedure	11/13/2024

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