

WIOA GRIEVANCE PROCEDURE FOR NON-DISCRIMINATION GRIEVANCES THE MISSISSIPPI PARTNERSHIP

RIGHT TO FILE A GRIEVANCE

- As an applicant, participant, WIOA staff person or other interested person, you have the right, without fear of interference, coercion, restraint, discrimination or reprisal, to present a grievance or appeal.

DEFINITIONS

- A. Grievance** – Program grievances (or programmatic issues) related to WIOA—funded programs or activities based on grounds other than discrimination.
- B. Subgrantee, contractor, provider** – For the context of this form, these terms refer to the applicable Service Provider funded by or through the Three Rivers Planning & Development District for The Mississippi Partnership Local Workforce Development Area, and may be a WIN Job Center, Youth Provider or Training Provider.
- C. Recipient** – For the context of this form, recipient refers to the Three Rivers Planning & Development District.
- D. Governor** – For the context of this form, Governor refers to the state agency designated to administer WIOA programs, the Office of Grant Management division of the Mississippi Dept. of Employment Security.

PROCESSING GRIEVANCES

Alleged grievances must be filed at the Subgrantee level within one year of occurrence. If you are dissatisfied with the informal Resolution, you have the right to request a Formal Resolution by submitting a written grievance, have a hearing, and receive a written decision within sixty (60) days after filing the initial grievance. If you are dissatisfied with the written decision, you may file an appeal at the State Level.

HOW TO FILE A GRIEVANCE

A. Step 1 (Informal Resolution – Local Level) – You may request an informal meeting with your supervisor, counselor or instructor and indicate the general nature of your grievance. The grievance may be settled informally in a prompt manner at or near the place of occurrence. Every effort shall be made to reach a settlement in this manner within ten (10) calendar days of the request.

B. Step 2 (Formal Resolution – Local Level) – If the grievance is not settled informally, you must submit the grievance in writing to the Recipient Three Rivers Planning & Development District within ten (10) calendar days of receiving the decision from the Subgrantee Level. In the written request you must provide your full name, your current mailing address, home telephone number and social security number. You should provide a brief summary of the facts, grounds for the complaint including any relevant materials and information, and describe the corrective action or remedy sought. You have the right to a hearing on your grievance, but you must request that hearing in the written grievance document. The written request should be submitted to the Three Rivers Planning & Development District in a way that provides proof of receipt. You will be given an opportunity for a hearing within fifteen (15) calendar days of filing the written grievance. The Three Rivers Planning & Development District will provide you written notice of the date, time and location of the hearing, the manner in which it will be conducted, and the issues to be decided.

The Three Rivers Planning & Development District will provide you with the following opportunities:

- to withdraw the request for the hearing in writing before the meeting;
- to request rescheduling the hearing for a good cause;
- to be represented by an attorney or other representative of your choice;
- to bring witnesses and documentary evidence;
- to have any record or document relevant to the issues produced by its custodian when such record or document is kept by or for the recipient's Subgrantee;
- to question any witness or party.

7. to have an impartial hearing officer or officers; and

8. Three Rivers PDD shall make a written determination regarding the grievance within sixty (60) calendar days of the initial filing of the grievance and shall send copies of the determination to the aggrieved party and Subgrantee via certified mail.

C. Step 3 (State Level) – You may file an appeal with the Office of Grant Management (OGM) division of the Mississippi Department of Employment Security within fifteen (15) calendar days of the Three Rivers PDD decision if:

1. You are not satisfied with the Three Rivers PDD written decision, or

2. No decision was reached within sixty (60) calendar days of the initial complaint with the local area.

Should you choose to appeal to the OGM, a copy of the grievance and all related documentation must be sent to the Office of Grant Management, PO Box 1699, Jackson, MS 39215-1699.

The OGM shall make a written determination regarding the grievance within sixty (60) calendar days of receipt of the appeal and shall send copies to the Three Rivers PDD, the aggrieved party, and the Subgrantee.

D. Should the OGM fail to provide a decision within sixty (60) calendar days of the receipt of the appeal or you are not satisfied with the written decision, you may then request from the Secretary of Labor a determination whether reasonable cause exists to believe that the WIOA or its regulations have been violated. Such a request must be filed at the address given below no later than sixty (60) days from the date on which you should have received a decision from the OGM.

**Regional Administrator
U.S. Department of Labor
Employment and Training Administration
1371 Peachtree St., N.E.
Atlanta, Georgia 30367**

RETENTION AND CERTIFICATION

A copy of this document should be kept in a safe place for reference if the need arises. Also, a copy of this document will be placed in the participant's WIOA file folder or the employee's personnel folder.

This is to certify that these grievance procedures have been explained to me and that I understand my rights.

Participant/Employee Signature _____ Date _____

Parent/Guardian signature (if required) _____ Date _____

This is to certify that I have explained the grievance procedure to the above named individual.

Subgrantee Official's Signature _____ Date _____

If you have any questions concerning WIOA grievance procedures, you may contact:

**EO Officer: Gary Golden
Three Rivers Planning & Development District
75 South Main Street/P.O. Box 690
Pontotoc, MS 38863
662.489.2415 (phone)
202.693.6515 (TDD)**