



77 Winthrop Street
 Augusta, Maine 04330
 207-241-4100
cwmwdb.com/LocalPolicies

Policy Number:	
Subject of Policy:	Grievance Policy
WIOA Citation:	20 CFR §683.600 29 CFR §38
Prior Policy:	Central/Western Maine Workforce Investment Board – Policy Governing WIOA Title IB Complaints and Grievances
Action:	Approve this policy to satisfy the Federal regulations.
Effective Date:	8.14.2021

FEDERAL POLICY

20 CFR §683.600 & 29 CFR §38 are Federal Policies. (attached)

PURPOSE

The purpose of this policy is to provide guidance to staff and customers of WIOA Title IB programs in the Central Western Maine workforce area regarding how to file a complaint pertaining to services received under WIOA Title IB.

POLICY

- I. RESPONSIBILITY AND AUTHORITY
 - A. GENERAL RESPONSIBILITIES
 1. Participants and applicants in the WIOA IB program have the right to enter into an approved complaint/grievance process to resolve disputes. Such complaints/grievances may be filed by anyone affected by the local One Stop system, including One Stop partners and service providers. Note that this policy considers a complaint and grievance to be the same thing.
 2. Complaints/grievances must be filed in writing within 90 days of the alleged WIOA violation. Individuals in complaint/grievance investigations are protected from retaliation and are permitted to have translators, interpreters, readers, and/or a representative of their choice present during the complaint/grievance process.
 3. CWMWDB local area WIOA Title IB service provider(s) (Service Provider) and Title IB CareerCenter managers will make reasonable efforts to assure that all relevant and critical information will be understood by affected participants and other individuals, including youth, individuals with disabilities, and those with limited English-speaking



abilities. These efforts will comply with language requirements of 29 CFR §38 regarding the provision of services and information in languages other than English.

B. STANDARDS

This policy complies with standards in the following federal rules:

1. 20 CFR §683.600
2. 29 CFR 38

HOW TO FILE GRIEVANCE

To file a complaint/grievance with the Service Provider(s) please use the attached complaint/grievance form. Again, all grievances must be filed in writing within 90 days of the alleged violation.

If the complainant is a WIOA 1B applicant or participant, they may file their grievance at the WIOA 1B local service provider level (i.e. Service Provider Manager). If the complaint/grievance is not WIOA 1B based, they may file a complaint/grievance with the CareerCenter Manager.

Complaints/grievances filed with the Service Provider(s) will be acknowledged within three (3) business days. A decision must be made by the Service Provider within 10 business days from the date that the complaint/grievance is filed. The Service Provider will issue and mail grievance and a decision to Central Western Maine Workforce Development Board (CWMWDB) staff (i.e. Central Western Maine Workforce Initiatives). Complainants who do not receive a decision from the Service Provider within five (5) business days of the informal hearing, or who receive an unsatisfactory decision, may file an appeal at the local CWMWDB level with CWMWI.

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LOCAL WORKFORCE BOARD LEVEL RESOLUTION

Individuals who have not been able to resolve their grievance at the local level may bring their grievance to the CWMWDB staff. Complaints/grievances filed with CWMWDB will be acknowledged within 3 business days. CWMWDB will schedule an informal hearing which must be conducted within 10 business days of the date the complaint is filed with CWMWDB. This next-level appeal must be completed within 60 days from the date the complaint was originally filed. Complainants who do not receive a decision from CWMWDB within 60 days of the



informal hearing or who received an unsatisfactory decision, may file an appeal at the state level, to:

State Complaint Resolution Administration Peaches Bass (peaches.bass@maine.gov)
Bureau of Employment Services
Maine Department of Labor
55 State House Station
Augusta, Maine 04333-0055
Phone: 207-624-6388
TTY Users Call Maine Relay 711

Discrimination Complaints

In the event the allegation concerns a discrimination claim, the complainant shall be directed to file a claim with either of these entities:

- Local level: EO Official (See MDOL, customer complaint resolution manual, personnel list in appendix B) of Maine Department of Labor EO Coordinator and/or MHRC
- National level: USDOL Civil Rights Center Director, Room N4123, 200 Constitution Avenue NW, Washington DC 20210

Note: nothing in this policy precludes a complainant/grievant from pursuing any other remedy authorized under another federal, state, or local law.

ATTACHMENTS

WIOA 1B Program Complaint Acknowledgment
CWMWDB Informal Resolution Process Flowchart
WIOA 1B Complaint/grievance form

END

Adopted TBD by the CWMWDB and CLEO.