

# Central/Western Maine Workforce Investment Board

## Policy Governing Complaints and Grievances

### **General Information:**

W1A Section 188 mandates the Secretary notify recipients of WIA funds of violations of nondiscrimination requirements and to impose required corrective action for failure to comply with nondiscrimination requirements. 29 CFR 37 implements Section 188, nondiscrimination and equal opportunity provisions of WIA and W-P, as indicated at 20 CFR 667.200(f), 667.275, and 652. 29 CFR 37.29(a) states that a "recipient must provide initial and continuing notice that it does not discriminate on any prohibited ground." 29 CFR 37.30 establishes the wording of the notice which includes the following:

*"If you think that you have been subjected to discrimination under a WIA Title I-financially assisted program or activity; you may file a complaint within 180 days from the date of the alleged violation with either: the recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW; Room N-4123, Washington, DC 20210."*

The following policies and procedures will govern how all WIA recipients must provide initial and continuing notice that it does not discriminate on any prohibited ground. 29 CFR 37.31 states that:

- (a) At a minimum, the notice required by Sec. 37.29 and 37.30 must be:
  - (1) Posted prominently, in reasonable numbers and places;
  - (2) Disseminated in internal memoranda and other written or electronic communications;
  - (3) Included in handbooks or manuals; and
  - (4) Made available to each participant, and made part of each participant's file.
- (b) The notice must be provided in appropriate formats to individuals with visual impairments. Where notice has been given in an alternate format to a participant with a visual impairment, a record that such notice has been given must be made a part of the participant's file.

All recipients of WIA funds must assure the required notice is posted at all sites used by all recipients as defined at 29 CFR 37.1; that the required postings are publicly visible at the AJCs, the notice is made available to all WIA and W-P participants and documentation that this information has been provided must be included in each participant file (e.g. a copy of the EEO Complaint Form that is printed from OSOS by staff each time a new person completes an application).

The OSOS system will address this issue but only if service provider staff actually print it from OSOS at the time of application. When staff print and provide the EEO Complaint Form to the customer, this action is also recorded in the OSOS Participant Service Log as Basic Info Provided and then OSOS identifies the specific information that was provided, the following printouts are provided:

- A. General Complaint Process for customer
- B. EEO Complaint Process for customer
- C. Labor Law Info for customer

Staff should use the print mechanism already set up in OSOS and if they can't, they must provide a pre-printed copy to the customer and enter this action into the Participant Service Log acknowledging that they have provided the information to the customer.

**Effective Dates:**

This policy shall remain in effect from July 1, 2014 unless otherwise modified by the Central/Western Maine Local Workforce Investment Board. A copy of the policy and all future modifications must be sent to [Virginia.A.carroll@maine.gov](mailto:Virginia.A.carroll@maine.gov)

**Authorizing Official:**



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CWMWIB Executive Director

Date June 20, 2014

Direct Inquiries:

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Policy approved at CWMWIB Board meeting on June 20, 2014

May 8, 2014 Date of Document Origination