

GREATER RHODE ISLAND WORKFORCE DEVELOPMENT AREA

Procedures for Filing Grievances/Complaints regarding the Workforce Innovation and Opportunity Act (WIOA)

Applicants and participants of the WIOA program, including applicants for employment and employees, have the right to enter into the grievance process to resolve disputes. Complaints and grievances from participants and other interested parties affected by the local Workforce Development System, including One-Stop partners and service providers, may file a complaint/grievance.

Individuals in grievance investigations are protected from retaliation and are permitted to have translators, interpreters, readers, and/or a representative of their choice during the grievance process. Per Section 181 of the Workforce Innovation and Opportunity Act (WIOA), the Workforce Board for the Greater Rhode Island Workforce Development Area provides the following procedure outlined below for registering complaints/grievances:

Complaints/grievances must be filed in writing within one (1) year after the alleged violation took place. A decision must be made within 60 days from the date the complaint/grievance is filed.

Complaints/grievances filed with the Workforce Board for the Greater Rhode Island Workforce Development Area will be acknowledged within 5 business days. The Board will schedule an informal hearing within 15 business days with the complainant/grievant and representative when applicable to attempt to resolve the matter. The Board's Executive Director will issue a written decision within 30 days. Grievant/complainants who do not receive a decision from the Board within 30 days or who receive an adverse decision may file an appeal at the State level.

1. Grievances/complaints must be filed within one year of the alleged violation.
2. Grievances/complaints must be in writing and shall contain the following information:
 - a. The full name, telephone number, and address of the person making the complaint;
 - b. A description of your grievance/complaint
 - c. The regulations or policy violated, if known;
 - d. The date(s) of the alleged unfair act(s); and
 - e. The name(s) and address(es) of any other(s) involved in the situation.
3. The grievance/complaint must be submitted to the following individual:

Corey Jones
Local Equal Opportunity Officer
Rhode Island Department of Labor and Training
1511 Pontiac Avenue, Cranston, RI 02920
Phone: 401-462-8735, Email: Corey.D.Jones@dlt.ri.gov

4. The Executive Director will receive the complaint, investigate, and render a decision within 30 days of the filing of the complaint.
5. If you are not satisfied with the decision you receive from the Executive Director and you wish to file an appeal at the State level, you must do so within 10 days. You must send the written appeal to the following individual:

Bryana Del Santo
Equal Opportunity Officer
Rhode Island Department of Labor and Training
1511 Pontiac Avenue, Cranston, RI, 02920
Office Phone #: 401-462-8887, Email: Bryana.L.DelSanto@dlt.ri.gov

Upon receiving a local complaint/grievance that has been filed or appealed to the state level, the WIOA Liaison, on behalf of the Governor, will review the case and issue a decision within 30 calendar days after the appeal was filed. The State must issue a decision within 60 days from the date you originally filed your grievance/complaint.

6. Complaints/grievances alleging that the WIOA Liaison, on behalf of the Governor has not been issued a decision within 60 days after a complaint is filed or the party to such decision received an adverse decision may file an appeal to the Secretary of Labor: Secretary, ASET, U.S. Department of Labor, 200 Constitution Avenue, NW, Washington, DC 20210. The Secretary of Labor will render a final decision within 120 days of the date of the original grievance/complaint.

Discrimination Cases

Grievances and complaints alleging violations under WIOA Section 188 and 29 CFR Part §37 may be filed with the Workforce Board of the Greater Rhode Island Workforce Development Area with the Equal Opportunity (EO) Officer, at the State level with the Chief of Equity and Equal Opportunity, or with the USDOL Civil Rights Center, Director. Complaints or grievances may be filed when the grievant/complainant believes it to be discrimination related to: disability; age; race; color; religion; sex (sexual identity, sexual expression, sex stereotyping, pregnancy); national origin; political belief or affiliation; and against any beneficiary of programs financially assisted under Title VI of the WIOA on the basis of the beneficiary's citizenship/status; as a lawfully admitted immigrant authorized to work in the United States; or his or her participation in any WIOA Title-I financially assisted program/activity.

Discrimination complaints must be filed within 180 days of the date the violation occurred. The complaint must be investigated, and a final decision must be issued within 90 days of the date the complaint was filed.

Fraud Cases

Complaints involving criminal fraud, waste, abuse or other criminal activity may be reported immediately through the Department's Incident Reporting System to the DOL Office of Inspector General, Office of Investigations, Room S5514, 200 Constitution Avenue N.W., Washington, D.C. 20210, or to the corresponding Regional Inspector General for Investigations, with a copy simultaneously provided to the Employment and Training Administration.

The Hotline number is 1-800-347-3756.



Program	Agency
Workforce Development Board, Local Equal Opportunity Officer	Corey Jones Local Equal Opportunity Officer Rhode Island Department of Labor and Training 1511 Pontiac Avenue Cranston, RI, 02920 Office Phone #: 401-462-8735 Email: Corey.D.Jones@dlt.ri.gov
Department of Labor Training, State Equal Opportunity Officer	Bryana Del Santo Equal Opportunity Officer Rhode Island Department of Labor and Training 1511 Pontiac Avenue Cranston, RI, 02920 Office Phone #: 401-462-8887 Email: Bryana.L.DelSanto@dlt.ri.gov
You also have the right to file a formal complaint with a Federal Agency	
US Department of Labor	Director, Civil Rights Center ATTENTION: Office of External Enforcement U.S. Department of Labor 200 Constitution Avenue, N.W., Room N-4123 Washington, DC 20210 Faxed to (202) 693-6505 Emailed to: CRCEExternalComplaints@dol.gov
Formal Discrimination Complaint about any program	Coordination and Review Section - NWB Civil Rights Division U.S. Department of Justice 950 Pennsylvania Avenue, NW Washington, D.C. 20530 888-848-5306 - English and Spanish (ingles y Española) 202-307-2222 (voice) 202-307-2678 (TDD) Title VI Hotline: 1-888-TITLE-06 (1-888-848-5306) (Voice / TDD) Disability Complaints: U.S. Department of Justice Civil Rights Division 950 Pennsylvania Avenue, NW Disability Rights Section -NYAV Washington, DC 20530 1-800-514-0301 (voice) 800-514-0383 (TTY) (also in Spanish)

I _____ CERTIFY THAT I HAVE RECEIVED A COPY OF THIS POLICY AND PROCEDURES.

Participant Signature _____

Date _____