



PIEDMONT REGION

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<b>Title:</b>	Grievance Procedure Policy	<b>Policy #:</b>	35
<b>Effective Date:</b>	October 1, 2020	<b>Revision Date:</b>	July 9, 2025

**Purpose:**

This policy is established by the VCW-Piedmont Region (VCW-P) in accordance with Public Law 105-220 and in accordance with the Code of Virginia and the United States Department of Labor for programs under the Workforce Innovation and Opportunity Act (WIOA) Section 181 to outline the grievance procedure for Workforce Area 6.

**Policy:**

Any individual or organization may file a grievance alleging a violation of the Workforce Innovation and Opportunity Act, rules, regulation, grants, or other agreements made under the Grievance Act by the Commonwealth of Virginia, its Workforce Areas, sub-recipients, or contractors. Grievances, which do not involve a violation of the Act, are not subject to this procedure.

This policy must be provided to participants and other interested parties affected by the local workforce development system, including one-stop partners and service providers. In addition, the PWDB make reasonable efforts to ensure that affected participants, including persons who have limited English proficiency, can understand the policy, such as oral interpretation and written translation of both hard-copy and electronic materials in non-English languages.

**Procedures:**

The grievance and complaint procedures for the VCW-Piedmont Region apply to alleged violations of the requirements of the Workforce Innovation and Opportunity Act (WIOA). These grievances or complaints may be submitted by participants and other interested parties affected by the VCW-Piedmont Region, including one-stop partners and service providers.

**Filing a Grievance or Complaint**

All grievances or complaints must be submitted in writing. Individuals may file at the regional, state, or federal level, depending on the nature of the complaint.

**Regional/Local:**

Sarah Morton, Executive Director  
Piedmont Workforce Development Board (PWDB)  
943 Glenwood Station Lane, Suite 103  
Charlottesville, VA 22901

**State:**

Constance Green, WIOA Title I Programs Director  
Virginia Works  
2221 Edward Holland Drive, Suite 500  
Richmond, VA 23230

*(Continued on next page.)*

### **Filing a Grievance or Complaint (continued)**

#### **Federal:**

#### **Discrimination Complaints**

Complaints alleging discrimination under WIOA Section 188 or 29 CFR Part 38 must be submitted to:

Director, Civil Rights Center (CRC)  
U.S. Department of Labor  
200 Constitution Avenue NW, Room N-4123  
Washington, DC 20210  
Phone: (202) 219-8927

#### **Appeals of Grievance Decisions (Non-Discrimination)**

If a grievance decision is appealed, the appeal must be submitted by certified mail, return receipt requested to:

Secretary, U.S. Department of Labor  
200 Constitution Avenue NW  
Washington, DC 20210  
Attention: ASET

#### **A copy of the appeal must also be sent simultaneously to:**

- The appropriate ETA Regional Administrator, and
- The opposing party

Examples of who may file a grievance or complaint include the following:

1. Applicants and/or registrants for aid, benefits, services or training
2. Eligible applicants/registrants
3. Participants
4. Employers
5. Applicants for employment under WIOA
6. Service providers
7. Eligible training providers

Each grievance or complaint must be filed, in writing, within thirty (30) calendar days of the alleged situation and must contain the following information:

1. The name, address, email and telephone number of the person filing the grievance or complaint;
2. The date of the alleged situation and the date the grievance or complaint was filed;
3. The identity of the respondent (i.e. the individual or entity against whom the grievance or complaint is alleged);
4. A description of the allegation(s). This description must include enough detail to allow the reviewer to decide whether the allegation(s), if true, would violate any of the provisions of WIOA; and
5. The signature of the person filing the grievance or complaint.

#### **Methods of Resolution/Disposition of Complaints**

The reviewer will provide, within five (5) business days of receipt, written notice to the grievant or complainant that the grievance or complaint has been received. Such notice will include:

1. A summary of the allegation(s) submitted;
2. A notice that the Executive Director may arrange for an informal resolution to the complaint prior to the official meeting or hearing;
3. A proposed date, time, and place of the meeting, or hearing with the reviewer.
4. A notice that the grievant or complainant may be represented by an attorney; and
5. A notice that the grievant or complainant may present witnesses and documentary evidence.

### **Discrimination Complaint Timeframes**

The Commonwealth of Virginia's discrimination complaint process allows 60 calendar days for the PWDB Executive Director to investigate a discrimination complaint. If warranted, an additional 30 calendar days may be used for review at the State level.

If a complainant files a discrimination complaint with both the PWDB Executive Director and the U.S. Department of Labor's Civil Rights Center (CRC), the complainant must be informed that the PWDB has 90 calendar days to process the complaint. The CRC will not begin its investigation until this 90-day period has expired (WIOA Section 188 / 29 CFR Part 38).

### **Notice of Final Action**

Once the investigation is complete and a decision has been reached, a Notice of Final Action must be sent to the grievant or complainant. If an informal resolution was provided, the Notice of Final Action must summarize the resolution agreed upon. If no informal resolution was provided, the Notice of Final Action must contain the following information:

1. The reviewer's decision and the reasons supporting the decision;
2. A brief description of the investigation process implored to reach the decision;
3. A notice that the grievant or complainant may seek a remedy authorized under another Federal, State or local law.

If the complaint involves discrimination, a complaint may be filed with the U.S. Department of Labor's Civil Rights Center (CRC) within 30 calendar days of receiving the Notice of Final Action.

For all other grievances, an appeal may be submitted to the State Title I Program Director or to the Secretary of the U.S. Department of Labor, in accordance with 20 CFR § 683.610.

### **Appeals Process**

If no decision is issued within 60 calendar days of the filing of the grievance or complaint, or if the grievant or complainant is dissatisfied with the decision, they may file an appeal with the Commonwealth of Virginia. The appeal must be submitted within 30 calendar days from the date of receipt of the Notice of Final Action.

### **Record Keeping Requirements**

Records regarding grievances and complaints must be maintained for at least three (3) years from the date of resolution of the grievance or complaint. All records must include the following:

1. The name and address of the grievant or complainant;
2. A description of the grievance or complaint;
3. The date the grievance or complaint was filed;
4. The disposition (final action);
5. The date of disposition of the grievance or complaint; and
6. Any other pertinent information.

To the maximum extent possible, the identity of any person who has furnished information relating to, or assisting in, an investigation of a possible violation of the WIOA shall be kept confidential. The information may only be used for purposes of:

1. Record keeping and reporting;
2. Determining the extent to which an entity is operating its WIOA funded programs or activities in a
3. Other use authorized by the nondiscrimination and equal opportunity provisions of WIOA.

I, THE APPLICANT/PARTICIPANT, AGREE THAT I HAVE READ THE ABOVE STATEMENT AND UNDERSTAND IT.

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Signature of Applicant/Participant

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Date



PIEDMONT REGION

GRIEVANCE AND COMPLAINT FORM

To be used by Enrollees, Applicants for Services, Vendors and Potential Vendors of the Virginia Career Works - Piedmont Region.

Date Grievance Filed:

Date of Alleged Offense:

Complainant Information

Your Name (Complainant) – Please print above with ink or type above

Street Address

City/State/Zip

( )

( )

Home Phone and area code

Business Phone and area code

( )

Fax Number and area code

Alternate Contact Information

Complainant Details

**Agency/Organization and/or person against whom the grievance or complaint is alleged:**

Name:

Agency/Organization/Department/Individual:

Street Address:

City/State/Zip:

Phone Number of Agency:

Date of occurrence:

Detailed Description of the Allegations (Attach additional sheets).

What remedy do you wish to obtain by filing this complaint? (Include on additional sheet with description).

I affirm the above information is true to the best of my knowledge, information, and belief.

Complainant's Signature \_\_\_\_\_ Date \_\_\_\_\_

Delivery Method for Complaint (check one):

Walk-In  Mail  Fax  Email

Date Received:

Taken By:

Mo.	Day	Year

Send to Sarah Morton, Executive Director, smorton@vcwpiedmont.com or by mail to 943 Glenwood Station Lane, Suite 103, Charlottesville, VA 22901