



LOS ANGELES COUNTY WIA YOUTH PROGRAM DIRECTIVE

NUMBER: YTH-D-02-03

SND-013

**SUBJECT: Workforce Investment Act (WIA)
Complaint and Resolution**

Policies

D-DWA-00-045

and Procedures

DATE: 3-28-02

EFFECTIVE DATE: IMMEDIATELY

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TO: ALL WIA SERVICE PROVIDERS

The purpose of this directive is to establish the County's Complaint and Resolution Policies and Procedures.

Los Angeles County Workforce Investment Area Responsibilities

The attached copy of the Los Angeles County Workforce Investment Area (LACWIA) grievance procedures were established in accordance with the Workforce Investment Act regulation Section 188, which requires each administrative entity, contractor, and grantee under WIA to develop and maintain a procedure for resolving grievances or complaints about its programs and activities received from participants, subgrantees, subcontractors, and other interested parties. This document also includes procedures for resolving complaints regarding discrimination under the Equal Employment Opportunities Act, the Civil Rights Act of 1964, and Section 504 of the Rehabilitation Act of 1973.

WIA Service Providers' Responsibilities

It is the responsibility of each WIA-funded agency in the LACWIA to develop internal procedures for resolving complaints and to provide employees, participants, and potential participants at the time of application with a written description of the agency's complaint and resolution procedures.

The description of the internal procedures must include the following:

- Participants must be informed that they have a right to file grievances under WIA, as well as with respect to discrimination under the Equal Employment Opportunity Act, the Civil Rights Act, and Section 504 of the Rehabilitation Act.
- The written description must include specific instructions on how to file a complaint or grievance with **your** agency and how to file at the workforce investment area, state, and federal levels.
- Copies of the attached policy must also be given to agency staff, all WIA applicants at time of registration, and interested members of the public. The attached summary may be used for this purpose. Agencies **must** obtain a signed and dated receipt from all persons to whom copies are given and maintain this receipt in all employee, applicant and participant files for verification of compliance with these instructions.
- Post in prominent locations, the attached sample posters to provide participants with continuing notices of nondiscriminatory practices and their right to file a complaint.

If you have any questions about this bulletin, please contact Walter Bogaardt at (213) 738-4003.

JOSIE MARQUEZ, Assistant Director
Employment and Training

Attachments