

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS



Department of Labor and Training
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WORKFORCE INVESTMENT NOTICE: 15-16

TO: WORKFORCE INVESTMENT AREAS

FROM: Susan Chomka, Assistant Director, Workforce Development Services Division, Rhode Island Department of Labor and Training

SUBJECT: WIA and WIOA State Level Grievance Policy and Procedures

DATE: June 16, 2016

- 1. PURPOSE.** To issue policy and procedures regarding the Grievance Policy and Procedure.
- 2. REFERENCE.** WIA Sections 116(a)(5) and 181(c)
WIA Regulations, 20CFR 667.600 and 20 CFR 667.645 (a and b)
WIOA Sections 106(b)(5) and 181(c)
- 3. BACKGROUND.** This policy issuance sets forth the procedures that shall govern state-level grievances in accordance with the prescribed programs.

With the implementation of WIOA on July 1, 2015, the State will supplement the grievance procedure requirements of WIOA with the additional guidance found in the WIA regulations until such time the final federal regulations for WIOA are published and necessitate a change.

Local Grievance Policy and Procedures: Local Workforce Development Boards are responsible for developing, maintaining, and making available to participants, and other interested parties grievance procedures consistent with this policy. The locally developed procedures must be in compliance with all state and federal rules and regulations. The procedures must also describe how the content of the policy is provided to interested parties affected by the local Workforce System, including One-Stop partners, service providers, Employer-Based Training employers and participants. All locally developed

grievance and complaint policies, procedures, signed acknowledgments, and related documentation shall be maintained and available for review by the RI Department of Labor and Training.

4. **ACTION REQUIRED.** Local Areas should distribute this Workforce Investment Notice to all staff, One-Stop Operators, Youth Vendors and One-Stop partners.
5. **INQUIRIES.** Questions concerning this WIN may be directed to the Assistant Director of Workforce Development Services, Department of Labor and Training at (401) 462-8712.

**WORKFORCE INNOVATION AND OPPORTUNITY ACT
GRIEVANCE PROCEDURE STATE LEVEL**

Any participant or other interested or affected party alleging violations of this law may file a grievance or complaint within one year.

Procedures for Filing Grievances/Complaints from State Area

The grievance/complaint must be prepared in writing and submitted to the following individual:

Rhode Island State WIOA Liaison Officer
Rhode Island Department of Labor and Training
1511 Pontiac Avenue, Building 72
Cranston, Rhode Island 02920

The grievance/complaint must include the following information:

- a. Your name, address, business and home telephone numbers;
 - b. A description of your grievance/complaint;
 - c. The regulations or policies violated, if known;
 - d. The date(s) of the alleged unfair act(s);
 - e. The name(s) and address(es) of any other(s) involved in the situation; and
 - f. A request for a hearing, if you desire one.
1. The Rhode Island State WIOA Liaison Officer will issue a decision within 60 (sixty) days of the filing of the complaint, or set a hearing date, if one was requested, to be completed within 60 (sixty) days of the filing of the complaint.
 2. If a decision has not been issued by the Rhode Island State WIOA Liaison Officer within the 60 (sixty) days or a decision has been reached and a party is dissatisfied an appeal may be taken to the Secretary of Labor at the following address:

Secretary of Labor
U.S. Department of Labor
200 Constitution Avenue, NW
Washington, D.C. 20210

The Secretary of Labor will render a decision within 120 days of receiving the appeal.