



**WORKFORCE DEVELOPMENT BOARD**  
OF SOLANO COUNTY

## **POLICY ISSUANCE**

Date: November 15, 2019

Number: 2019-04 Change 1

### **WIOA PARTICIPANTS GRIEVANCE AND COMPLAINTS POLICY CHANGE 1**

#### **INTRODUCTION**

This policy change adds additional information on the Federal Appeal process under the WIOA Participants Grievance and Complaints Policy.

#### **QUESTIONS**

Questions relating to this policy should be directed to Marion Aiken, Workforce Services Manager, at [maiken@solanowdb.org](mailto:maiken@solanowdb.org) or (707) 863-3594.

#### **POLICY CHANGES**

The change includes the following language regarding the Federal Appeals process to the WIOA Participants Grievance and Complaints Policy:

If the State Review Panel has issued an adverse decision regarding a grievance or complaint or has not issued a decision within 60 days of receipt of a local level appeal, request for EDD review, or grievance or complaint, the complainant may file an appeal with the Secretary.

This appeal process applies to grievances and complaints that originated at the local or state level.

Appeals of an adverse decision must be filed within 60 days of receipt of the adverse decision from the State Review Panel. In cases where the State Review Panel did not issue a decision, the complainant must file an appeal within 120 days of either of the following:

- The date on which the complainant filed the appeal of a local level decision or request for EDD review with the state.
- The date on which the complainant filed the grievance or complaint with the state.

All appeals to the Secretary must be sent to the DOL National Office via certified mail with return receipts requested. Copies of the appeal must simultaneously be provided to the DOL Employment and Training Administration (ETA) Regional Administrator and the respondent.

Mailing addresses for the DOL National Office and ETA Regional Administrator are included below:

**DOL National Office** Secretary of Labor  
Attn: Assistant Secretary of ETA  
U.S. Department of Labor  
200 Constitution Avenue, NW  
Washington, DC 20210

**ETA Regional Administrator** Office of Regional Administrator  
U.S. Department of Labor  
P.O. Box 193767  
San Francisco, CA 94119-3767

Grievances or complaints filed directly with the Secretary that were not previously filed with the Local Area and/or state will be remanded to the Local Area or state, as appropriate.

The Secretary shall issue a final determination no later than 120 days after receiving the appeal.

#### **DISCLAIMER**

This policy is based on WDB's interpretation of the statute, along with the Workforce Innovation and Opportunity Act; Final Rule released by the U.S. Department of Labor and federal and state policies relating to WIOA implementation. This policy will be reviewed and updated based on any additional federal or state guidance.

**Approved by**  
Workforce Development Board of Solano County