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G-02

Title:	WIOA Guidance-General Complaints	
Program:	Workforce Innovation and Opportunity Act	
Effective:	May 25, 2018	
Revision #:		

Purpose: Establish and publish a procedure by which individuals/organizations may file a general complaint with the WDBMOV.

Background: The WDBMOV has developed this complaint procedure to handle general complaints in the region that are NOT in violation of WIOA services.

Policy: It is the policy of the Workforce Development Board Mid-Ohio Valley that all general complaints will be resolved in a timely manner and, when possible, to the satisfaction of all parties. This policy will be used to handle general complaints that are not covered under WIOA protected classes (see 29 Code of Federal Regulations Part 37, and are handled by the State WIOA EO officer.) or grievances and complaints (see Policy #4 for WIOA Grievances and Complaints, which are handled by the WDBMOV Complaints officer)

The attached Complaint procedure forms are to be used when filing a general complaint. Complaint forms will be reviewed and investigated by the WDBMOV Director who will then make the final resolution.

Action: Contractors with the WDBMOV will be made aware of this policy and the procedure for filing a general complaint, including the use of the attached forms. A complaint log is to be maintained by each contracted entity as well as individual files for each complaint to track documentation, progress, and resolution, following WIOA Policy #24, Securing Personally Identifiable Information.

Attachment A: Complaint Procedure/Forms

Expiration Date: Effective until rescinded or modified by the Workforce Development Board Mid-Ohio Valley.

COMPLAINT PROCEDURES

STEP 1 The Complainant will complete the complaint form and submit it to the WDB Director.

STEP 2 The WDBMOV Director will review and investigate the complaint and establish a decision for resolution within 30 days of received complaint.

The WDBMOV Director's decision is final, except where WIOA has been violated, in which case the complaint will be forwarded to either the Grievance and Complaint Procedure or State Equal Opportunity for review.