

# 1100POL Complaint and Grievance Policy (Rev4)

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Effective Date: February 2021

Last Updated: May 2026

To ensure Olympic Workforce Development Council (OWDC) policy compliance with complaints and grievance procedures defined by *WorkSource System Policy 1012, Rev 4 –Customer Concern and Complaint Resolution and Policy 1017 - Discrimination Complaint Processing Policy*.

**1. There are three types of complaints or grievances an applicant, participant, or registrant may file:**

- a. Program Complaints – All core, required, and additional partner programs that are part of the Workforce Innovation and Opportunity Act (WIOA) or WorkSource one-stop system, including applicable state-funded programs such as State EcSA, Community Reinvestment Plan programs, including Career Accelerator Incentives, Matched Investment Savings Accounts, and Business Support (see Program Complaint Form in [English](#) and [Spanish](#))
- b. Employer/Business Complaints
- c. Discrimination Complaints (see Discrimination Complaint Forms – [English](#) and [Spanish](#)).

**2. There is one consolidated log for all Olympic Consortium Complaints, maintained by the Olympic Equal Opportunity Officer and One-Stop Operator.**

- a. To review the log, contact OWDC Program Supervisor or One-stop Operator.
- b. All logs must track complaints from initial receipt through final resolution.
- c. Records must be retained for the minimum period required by federal and state policy.
- d. Access to complaint records must be limited to staff with an official need to know and must comply with confidentiality requirements.

**Program Complaints & Employer/Business Complaints**

**3. The WorkSource Administrator serves as the OWDC’s Program Complaint Representative for:**

- a. Program complaints (1.a)
- b. Employer/Business Complaints (1.b)
- c. The WorkSource Administrator is responsible for:
  - i. Assisting partners in supporting customers who have concerns and in resolving issues at the lowest possible level
  - ii. Assisting all customers interested in filing a complaint
  - iii. Coordinating jurisdiction determination

**4. The One-Stop Operator serves as the OWDC’s Local System Complaint Coordinator for:**

- a. Program complaints (1.a)
- b. Employer/Business complaints (1.b)
- 4.1 The One-Stop Operator is responsible for:
  - a. Logging and tracking complaints
  - b. Coordinating jurisdiction determination
  - c. Facilitating resolution efforts
  - d. Coordinating multi-partner communication when appropriate

**5. Partner Responsibilities**

- a. Informal resolution efforts must be attempted at the lowest possible level whenever feasible before initiating formal written complaint procedures.

- b. All one-stop, and affiliate sites within the Olympic Consortium region are required to inform the One-Stop Operator of complaints from point of entry to resolution. If a complaint involves multiple partners or funding streams, all relevant partners must collaborate to coordinate resolution.

#### **6. Employer/Business Complaint**

- a. When a complaint is filed against an employer, the employer's grievance procedures must be followed if they exist, unless they are covered by a collective bargaining agreement.
- b. If no employer grievance procedures exist and no collective bargaining agreement, the state policy requirements apply.

#### **7. Timelines**

- a. A formal complaint must receive written acknowledgement in accordance with the timelines established in WorkSource System Policy 1012 (Rev.4).
- b. If not resolved informally, a hearing must be offered and completed within 60 days of filing.
- c. If no timely decision is made, or if the complainant is dissatisfied with the local resolution, the One Stop Operator must inform the complainant of their right to request a state-level review and provide information on the required submission process and timelines in accordance with WorkSource System Policy 1012 (Rev.4).
- d. If extensions of timelines are permitted by state policy, the complainant must be notified in writing.

### **Discrimination Complaints**

#### **8. The Olympic Equal Opportunity Officer (WIOA Program Supervisor) is responsible for:**

- a. Receiving discrimination complaints (1.c)
- b. Logging and tracking discrimination complaints
- c. Processing complaints consistent with WorkSource System Policy 1017 and 29 CFR Part 38
- d. Ensuring confidentiality requirements are met
- e. Coordinating with State EO staff as required

#### **9. Bases for Filing Complaint**

- a. A discrimination complaint may be filed when the complainant believes they have been subjected to discrimination based on race, color, religion, sex, national origin, age, disability, political affiliation or belief, citizenship, participation in any WIOA Title 1-financially assisted program or activity, gender identity, sexual orientation, pregnancy, genetic information, or other protected class categories under federal and state law.

#### **10. Processing Requirements**

- a. Strict adherence to:
  - WorkSource System Policy 1017 – Discrimination Complaint Processing Policy
  - The accompanying Discrimination Complaint Processing Handbook
  - Federal regulations under 29 CFR Part 38

#### **11. Accessibility and Language Requirements**

- a. Complaint procedures, forms, and notices must be available in English and Spanish and other languages upon request.
- b. WorkSource partners must provide reasonable accommodation for people with disabilities.
- c. Auxiliary aids and services must be available as needed.
- d. Individuals with Limited English Proficiency (LEP) must be provided meaningful access to complaint procedures and assistance.

Discrimination complaints are processed separately from program and employer/business complaints and must not be handled through the general complaint resolution process described in this policy.

## DEFINITIONS

**Concern:** Any verbal or written expression of dissatisfaction other than alleged violations of program or nondiscrimination rules or laws. Concerns must be referred to, but do not require the same formal process as a complaint. Concerns should be resolved at the lowest level possible.

**Complaint:** The submission of a written and signed allegation that falls under the jurisdiction of a core, required, or additional program partner as noted in the WorkSource Program Complaint Handbook. Program complaints allege violation of a law, regulations or policy connected to core, required, or additional partner programs, but do not allege discrimination. All program complaints must be filed within one year of the alleged date of the incident (except Wagner-Peyser, which requires the complaint be filed within two years of an incident).

**Discrimination Complaint:** alleged violations of law(s) that prohibit discrimination against any individual on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, or for any beneficiary of, applicant to, or participant in programs financially assisted under Title I of WIOA, on the basis of the individual's citizenship status, or participation in any WIOA Title I– financially assisted program or activity. Washington State law also prohibits discrimination in employment and public accommodation based on citizenship or immigration status, families with children, marital status, sexual orientation, honorably discharged veteran or military status, and the use of a trained guide dog or service animal by a person with a disability. Discrimination complaints are processed in accordance with WorkSource System Policy 1017, Discrimination Complaint Processing Policy and Handbook.

## REFERENCES

Complaint Resolution, [WorkSource System Policy 1012 \(Rev4\)](#)

Discrimination Complaint Processing Policy and Handbook, [WorkSource System Policy 1017](#)

Equal Opportunity and Non-Discrimination, [Workforce Innovation and Opportunity Act Policy 5402 \(Rev3\)](#) Implementation of the Nondiscrimination and Equal Opportunity Provisions of the WIOA, Subpart A – General Provisions,

Code of Federal Regulations, Title 29, [29 CFR Part 38](#)

Revised Code of Washington 49.60, Discrimination – Human Rights Commission, [49.60 RCW](#)