



WIOA Complaint and Grievance Policy

Purpose

The purpose of this policy is to establish procedures for receiving, processing, resolving, and appealing Workforce Innovation and Opportunity Act (WIOA) Title I complaints and grievances and to inform WIOA program participants, staff, employers, contractors, service providers, one-stop partners, and other interested parties of the procedures for filing complaints or grievances alleging violations of WIOA Title I requirements and related policies or regulations. Complaints or grievances related to the services and activities of the WIOA one-stop operator must adhere to this policy as well.

Audience

WIOA Title I Adult, Dislocated Worker, Youth participants and staff; employers; contractors; service-providers; labor organizations; the WIOA one-stop operator(s); WIOA one-stop partners; and other parties affected by the local workforce development system are the intended audience for this policy.

Background

The Workforce Innovation and Opportunity Act (WIOA) mandates the development of procedures for filing complaints and grievances submitted by participants and other interested persons affected by, and who allege, violations of the requirements of WIOA Title I and WIOA-related regulations or policies. The Partner4Work WIOA Complaint and Grievance Policy applies to WIOA Title I Adult, Dislocated Worker, and Youth program complaints and complaints regarding WIOA one-stop operator services/activities only. For example, WIOA-enrolled participants may file specific complaints pertaining to a particular service providers' service, activities, case management efforts and ability to provide appropriate WIOA services.

References

WIOA Final Rule 20 CFR § 683.600

WIOA Section 181(c)

WIOA Section 188

20 CFR Part 38

Policy

Partner4Work is the appropriate organization of contact when the complaint specifically concerns WIOA Title I Adult, Dislocated Worker, and Youth programs or complaints regarding the WIOA one-stop operator. Each WIOA Title I Adult, Dislocated Worker, and Youth funded service provider, as well as the one-stop operator, must adhere to this policy. Service providers and the one-stop operator must retain documentation on any customer complaints that are received and resolved at the service providers' level, including the contents of the complaint and the resolution. This documentation must be made available to Partner4Work compliance monitors upon request.

Complaints alleging discrimination or retaliation under WIOA Section 188 are governed by separate Equal Opportunity procedures and are not processed under this policy.

PARTNER WORK

This formal complaint process is specifically intended for **violations of WIOA** requirements or significant service delivery concerns for which a resolution is required or requested. For general customer feedback, providers must have other mechanisms in place to collect and respond to this information (e.g., customer feedback survey).

When possible, participants, staff, and/or other parties are encouraged to resolve an issue informally at the service provider level prior to filing a formal complaint with Partner4Work. Individuals or organizations interested in filing a complaint with Partner4Work must follow the procedures below.

Complaint Types

Generally, individuals may submit complaints for any of the following reasons:

- Denial of services
- Denial of program access
- Program eligibility disputes
- Improper termination from services
- Failure to provide required services
- Service delivery concerns
- Violations of WIOA Title I requirements
- Violations of local policy
- Procurement disputes
- Misuse of WIOA funds
- Other violations of applicable laws or regulations

Methods of Filing

Complaints may be filed:

- In person
- By mail
- By email
- Electronically
- By telephone with staff assistance

Staff shall assist individuals who require help reducing complaints to writing.

Reasonable accommodations, auxiliary aids and services, and language assistance shall be provided when necessary.

Content of Complaint

Individuals or entities seeking to file a written complaint to Partner4Work must complete the Partner4Work Complaint and Grievance Form, which is attached to this policy and available at partner4work.org. This form must be submitted to the Complaint Coordinator:

Jonathan Ross
Partner4Work Compliance Manager
650 Smithfield St
Centre City Tower, Suite 2400

PARTNER WORK

Pittsburgh, PA 15222

412-785-7252

grievances@partner4work.org

Time Limit for Filing

All complaints or grievances must be filed within **365 calendar days** of the alleged violation to be reviewed and considered by Partner4Work.

Informal Resolution

The Partner4Work Compliance Manager will notify the complainant, acknowledging receipt of the complaint, within **5 calendar days** of receiving the complaint.

The Partner4Work Compliance Manager will schedule a meeting with the complainant to occur within **15 calendar days** of receiving the complaint to attempt to reach an informal resolution between the parties. If an informal resolution can be reached, Partner4Work will request written confirmation from the complainant verifying that they agree to the terms of the resolution. Partner4Work will notify all parties involved in writing that an informal resolution has been reached.

Hearing Procedures

If Partner4Work is unable to reach an informal resolution, the complainant will be provided the opportunity for a hearing to take place no later than **30 calendar days** after the initial filing date of the complaint.

To ensure bias does not influence the outcome of a hearing, Partner4Work will perform an assessment of qualified staff. Upon conclusion, Partner4Work will appoint an impartial and qualified individual as the Hearing Officer to act as a mediator and attempt to resolve the issue(s) and render an independent decision.

The Hearing Officer will provide reasonable advance written notice of the hearing, including:

- Date
- Time
- Location or virtual access information
- Issues to be heard

All parties have the right to:

- Be represented by legal counsel or another authorized representative at their own expense
- Present testimony
- Present evidence
- Call witnesses

An official record of the proceedings shall be maintained.

Written Decision



A written decision will be issued by the Hearing Officer to the complainant and all parties who attended the hearing within **60 calendar days** of the filing of the complaint. The decision will include:

- Summary of allegations
- Findings of fact
- Applicable laws or regulations
- Conclusions
- Corrective actions, if applicable
- Appeal rights and deadlines

All correspondence will be mailed certified with a return receipt requested.

Appeals Process

If Partner4Work does not provide a written decision within **60 calendar days** of receiving the complaint or if either party involved receives a decision determined to be unsatisfactory, either party involved has the right to submit a local level appeal to the Commonwealth of Pennsylvania regarding the complaint in compliance with the Commonwealth of Pennsylvania's established procedures.

Appeals to the Commonwealth of Pennsylvania shall be submitted to:

**PA Department of Labor & Industry
Bureau of Workforce Partnership & Operations
651 Boas Street, Rm 1220
Harrisburg, PA 17121
CO: Customer Service Unit**

A party dissatisfied with a Commonwealth determination may pursue appeal rights available through the United States Department of Labor as permitted under 20 CFR 683.610.

Appeals to the U.S. Department of Labor shall be submitted by certified mail to:

**Secretary
U.S. Department of Labor
200 Constitution Avenue NW
Washington, DC 20210
Attention: ASET**

Accessibility Requirements

Partner4Work shall ensure meaningful access to complaint procedures for all individuals. This includes:

- Language assistance services for individuals with Limited English Proficiency (LEP)
- Reasonable accommodations for individuals with disabilities
- Auxiliary aids and services upon request
- Accessible communications and formats
- Staff assistance with filing complaints



Confidentiality

Complaint information shall be maintained confidentially to the maximum extent permitted by law.

Retaliation Prohibited

No person may intimidate, threaten, coerce, discriminate against, or retaliate against any individual because they:

- Filed a complaint
- Participated in an investigation
- Assisted in complaint processing
- Opposed practices believed to violate WIOA requirements

Allegations of retaliation shall be investigated promptly and independently.

Record Retention

Partner4Work shall maintain complaint records for a minimum of three (3) years following final resolution unless a longer retention period is required by law. Records shall include:

- Complaint forms
- Correspondence
- Investigation materials
- Hearing records
- Determinations
- Appeals
- Resolution documentation

Service providers and the One-Stop Operator shall also maintain complaint documentation and make records available during monitoring reviews.

Public Notice

WIOA Title I Adult, Dislocated Worker, and Youth providers and the one-stop operator must make commercially reasonable efforts to ensure participants, staff, WIOA one-stop partners, and other parties affected by the local workforce development system are informed of the content and requirements of this policy. This includes:

- Providing information on this policy during program enrollment
- Displaying the information in this policy at the PA CareerLink® center(s)
- Making procedures available upon request
- Training staff regarding complaint rights and procedures

Equal Opportunity (EO) Complaints

This policy does not govern complaints alleging discrimination, retaliation, or violations of WIOA Section 188.

Such complaints shall immediately be referred to Partner4Work's Equal Opportunity Officer and handled in accordance with:

PARTNER WORK

- WIOA Section 188
- 29 CFR Part 38
- Applicable federal civil rights laws

Complaints may also be filed directly with the U.S. Department of Labor Civil Rights Center.

Fraud and Waste

Allegations involving fraud, abuse, criminal misconduct, theft, waste, or misuse of WIOA funds shall be referred to appropriate investigative authorities and may be handled separately from standard grievance procedures.

Partner4Work reserves the right to coordinate such matters with Commonwealth and federal oversight agencies.

Labor Standards Violations

If a collective bargaining agreement covering the parties to the grievance so provides, an individual alleging a labor standards violation may resolve the grievance through binding arbitration.

Important Disclaimers:

- This policy does not address the procedures for processing complaints for WIOA mandated partner programs outside of WIOA Title I Adult, Dislocated Worker, and Youth programs and the WIOA one-stop operator. Such complaints should be made via the internal processes of those partner organizations/agencies.
- Nothing in this policy precludes a complainant from pursuing a remedy authorized under another federal, state, or local law.

Effective Date: March 31, 2025

Last Reviewed: July 1, 2026

Date	Summary of Policy Changes
09/25/2026	• Reformatted the policy to align with the Commonwealth's WIOA Title I Complaint and Grievance Procedures and Appeal Processes (June 2026). • Expanded the Purpose and Audience sections to clarify the scope of the policy and identify all covered programs, entities, and parties in accordance with updated Commonwealth guidance. • Enhanced list of complaint types and written decision requirements to align with the Commonwealth guidance. • Expanded methods of filing to include staff assistance, language assistance, and reasonable accommodations. • Revised filing deadline from 180 to 365 calendar days from the alleged violation • Expanded appeals language to address Commonwealth procedures and appeal rights through the U.S. Department of Labor under 20 CFR 683.610. • Added provisions addressing accessibility, confidentiality, anti-retaliation protections, public notice requirements, and record retention standards.



Complaint and Grievance Form

Full Name: _____

Date of Filing (MM/DD/YYYY): _____

Phone Number: _____

Email: _____

Provider Name: _____

Case Manager (if applicable): _____

Name of the person and/or organization you are filing a complaint/grievance against (if applicable):

Date of Incident, if available (MM/DD/YYYY): _____

The reason for my complaint or grievance is:

I have discussed this complaint or grievance with the following provider staff (please include name of staff person and date discussed):

I received the following response from provider staff:

PARTNER WORK

My complaint or grievance has not been resolved due to the following:

I believe the best course action to resolve my complaint or grievance would be the following:

SIGNATURE

Print Name: _____

Signature: _____

Date: _____

This form must be submitted to the following:

Partner4Work Compliance Manager
650 Smithfield St
Centre City Tower, Suite 2400
Pittsburgh, PA 15222
grievances@partner4work.org