



## **FORMAL GRIEVANCE NOTIFICATION**

Pursuant to Section 181 (c) of the Workforce Innovation and Opportunity Act (WIOA), local workforce investment areas shall establish and maintain a policy and procedure to record and resolve grievances and complaints that are raised in providing this program. If you believe there has been a violation of these laws, you may file a Grievance/Complaint directly with the EDA/WDD Equal Opportunity Officer within one year of the alleged occurrence.

EDA/WDD provides the following assistance for filing grievance/complaints:

1. Assistance from your employer, training provider, or EDA/WDD Equal Opportunity Officer in preparing, your complaint in writing, upon request;
2. An informal discussion with the training provider, employer, or EDA/WDD in order to discuss your complaint , and to identify and clarify issues of disagreement in an attempt to reach a mutually satisfactory resolution within 10 days of filing;
3. Notification in writing if the grievance or complaint is not resolved during the informal resolution process within 10 days prior to the date of the hearing.
4. Hearings on any grievance or complaint shall be conducted by an impartial hearing officer within 30 days of the filing of the grievance or complaint.
5. A final decision on your complaint from the Hearing Officer within 60 days of filing

In the event a person intends to file a grievance or complaint, the attached form must be completed and submitted to the EDA/WDD. Be sure to fill in all the required information to ensure completeness. If more space is needed to explain or describe the problem, please attach additional pages as necessary.

You have the right to request technical assistance. Should assistance be required or if additional information regarding the grievance/complaint procedure is needed please contact:

**Loren Sims  
Equal Opportunity Officer  
1325 Spruce Street, Suite 110  
Riverside, CA 92507  
Telephone: 951.955.3076  
FAX: 951.955.3310  
TDD/TTY: 951.955.3744  
E-mail: [lsims@rivco.org](mailto:lsims@rivco.org)**