

## **Catawba WIA Instruction Number: PY01-02**

TO: All PY'01 WIA Contractors

ISSUANCE DATE: October 25, 2001

EFFECTIVE DATE: Immediately

SUBJECT: Grievance and Complaint Procedures (**revised**)

**PURPOSE:** The purpose of this instruction is to transmit (1) the Workforce Investment Act grievance and complaint procedures for programs and activities under the Act and (2) the EO complaint procedures.

**POLICY:** This Instruction consists of three separate sections, each addressing a specific issue:

**Section I** addresses Grievance and Complaint Procedures regarding WIA programs and activities pursuant to Section 181 (c) of the Act and 20 CFR part 667 subpart F of the WIA regulations. In accordance with the provisions of the Act and the regulations, the State Workforce Investment Administrative Department has established procedures to resolve complaints and grievances arising in connection with WIA programs operated by each subrecipient under the Act.

**Section II** addresses Grievance and Complaint Procedures regarding violations of the Labor Standards pursuant to Section 181 (b) of the Act and 20 CFR part 667.600 (c)(3) of the regulations.

**Section III** addresses EO Complaint Procedures pursuant to Section 188 (a) of the Workforce Investment Act and 29 CFR part 37 of the regulations.

**ACTION:** Except for complaints alleging a violation of section 188 (a) (1) (2) (3) (4) and (5), contractors and services providers may use their own grievance/complaint procedures; however, those procedures must, at a minimum, conform to the grievance/complaint procedures attached hereto. Contractors and service providers shall ensure that employees, applicants and participants are informed of their rights as outlined under the established procedures. A handout for the purpose of notifying applicants and participants of their rights will be issued under a separate instruction.

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Employers, including private-for-profit employers of participants under the Act, may operate their own complaint system or may utilize the grievance system established by the subrecipient. Employers shall inform participants of the complaint procedures they are to follow. All EO complaints must be addressed following the procedure outlined in Section III of the attachment.

**CONTACT**: If there are any questions regarding this matter should be directed to me at (803) 327-9041.

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Robert A. Barber  
LWIA Administrator

Attachment