

## GENERAL GRIEVANCE AND COMPLAINT POLICY

### *Participants*

Policy # 15-24

Revision #3

Effective Date: 2/1/18

Replaces Policy #15-11

#### Purpose

The purpose of this Policy is to outline the process whereby participants in Workforce Innovation and Opportunity Act (WIOA) Youth, Adult and Dislocated Worker Funding Stream Programs may bring forward a general grievance or complaint regarding their program participation for review, consideration and resolution, if warranted. This Policy also applies to participants in Opportunity Inc. programs funded by other federal, State and/or local government sources.

This Policy does not apply to grievances and complaints regarding allegations of discrimination and/or a violation of civil rights. Participants seeking resolution of such must follow Opportunity Inc. Policy #15-14, Revision #4, Equal Opportunity/ Nondiscrimination.

It is the intent of Opportunity Inc. that participation in workforce development programs be a positive experience for participants in order to underpin the attainment of their workforce goals in an effective and efficient manner.

#### Process

In order to request review and consideration under this Policy, participants must first present their grievance or complaint in writing to their Program Provider for consideration and resolution, if warranted. All Program Providers are required to have their own internal grievance procedures for participants. It is the intent that general grievances or complaints can be resolved at the Program Provider level, if at all possible.

In the event that a general grievance or complaint is not able to be resolved by the Program Provider to the satisfaction of the participant, the following process steps are to be followed:

1. The participant may inform Opportunity Inc. of the specific general grievance or complaint. Communication of information related to the grievance or complaint must be specific to the actual details of the matter, including Program Provider's name; provide a timeline of the events related to such; identify any individual(s) involved; explain how his/her participation was affected; and, provide the resolution of the Program Provider's review of the grievance or complaint.

Grievances or complaints must be presented to Opportunity Inc. within thirty (30) days of the date of the Program Provider's resolution and must be communicated in writing.

2. General grievances or complaints involving participation in a Youth Program are to be submitted to the Opportunity Inc. Director of Youth Services at: Suite 1314, Dominion Tower, 999 Waterside Drive, Norfolk, VA 23510.

3. General grievances or complaints involving participation in an Adult or Dislocated Worker Training Program or the One-Stop System are to be submitted to the Opportunity Inc. One-Stop Director at: Suite 100, Circle East Office Building, 861 Glenrock Road, Norfolk, VA 23502.

4. Applicable Opportunity Inc. staff identified under Steps #2 and #3 will review and consider the facts related to the matter. Opportunity Inc. staff will issue a written resolution of the matter to the participant within thirty (30) days of receipt of the general grievance or complaint.

5. A participant may appeal the resolution of the matter within fifteen (15) days from the date of the resolution. The appeal request must be communicated in writing.

Appeals regarding Youth Programs are to be communicated to the Opportunity Inc. Senior Director of Youth Initiatives and Community Affairs.

Appeals regarding Adult or Dislocated Worker Training Programs or the One-Stop System are to be communicated to the Opportunity Inc. Workforce Services Officer.

Both staff for appeals can be contacted at: Suite 1314, Dominion Tower, Norfolk, VA 23510.

6. Applicable Opportunity Inc. staff identified under Step #5 will present the appeal to the President/CEO of Opportunity Inc. who will issue a final resolution in writing within fifteen (15) days of the receipt of the appeal.

### Policy Distribution

This Policy will be posted in the Opportunity Inc. Comprehensive One Stop Center, One-Stop Affiliate Sites and the Opportunity Inc. website at [www.opp-inc.org](http://www.opp-inc.org). In addition, a copy of the Policy will be provided to all Youth Program Providers, Adult and Dislocated Worker Program Providers; One-Stop System staff; and, all program participants. Written receipt of this Policy by program participants will be documented and retained in their file. This documentation will take the form of the participant's signature and date recorded on the bottom of this Policy.

### Recordkeeping and Retention

Opportunity Inc. will maintain an automated or manual log of all general grievances or complaints to include: name and address of the complainant; description; date of final disposition; and, any other information that may be pertinent. Records will be maintained by either the Senior Director of Youth Initiative and Community Affairs or the Workforce Services Officer, as applicable, in a confidential manner for a period of three (3) years from the date of final disposition. Retaliation of any kind against participants that file general grievances or complaints is prohibited.