

SUBJECT: EEOC INTERNAL COMPLAINT  
APPROVED BY: EXECUTIVE COMMITTEE

EFFECTIVE DATE: NOVEMBER 10, 2022  
REVISED: NOVEMBER 10, 2022

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### ***SCPa Works EO Internal Complaint Process***

#### ***Procedures for Complaint Processing at the Local Workforce Development Area Equal Opportunity Officer Level***

Upon notification of a discrimination complaint, the LWDA EO Officer must inform the complainant of their right to file a complaint and have it investigated at the local, state or federal level. All complaints filed with the LWDA Equal Opportunity Officer must be immediately reported to the EO Officer in the Department of Labor & Industry.

If the complainant elects to attempt resolution at the local level, the LWDA EO Officer, based on consultation with Department of L&I, OEO will conduct fact finding/investigation at the local level in consonance with procedures outlined in the WIOA Part 38 Regulations.

The LWDA Equal Opportunity Officer shall meet with the complainant or his/her authorized representative within ten (10) business days from the date of receipt of the written allegations, to conduct a fact finding or investigation of the circumstances underlying the allegations and attempt to informally resolve the issue(s). The LWDA EO Officer's findings will be submitted in writing to the complainant not later than ten (10) business days following the fact finding/investigation. The written notification shall include notice of the complainant's right to request a formal investigation by the EO Officer at the Dept. of L&I if a satisfactory resolution is not accomplished at the local level.

If the Complainant is dissatisfied with the attempted informal resolution, he/she must inform the LWDA EO Officer and the EO Officer at the State level within five (5) business days of receipt of the unsatisfactory decision and request a formal investigation by the State Equal Opportunity Office.

All complaints filed at the local level must be documented on the WIOA/SESA local complaint log that is submitted to the Dept. of L&I Office of Equal Opportunity on a quarterly basis. The complaint records will be kept for three years.

#### ***SCPa Works EO Internal Process***

1. The EO officer conducts interviews with parties involved which may regard personnel issues such as salary, or promotion denial that do not include WIOA/EO/discrimination issues.
  2. The EO officer compiles findings from those interviews along with the formal complaint.
  3. The EO Officer then types of a report with recommendations as to what the course of action should be moving forward.
  4. The EO Officer then contacts the Chief Executive Officer of SCPa Works and informs them of the complaint that has been filed, the report and the recommendations. A copy of this information is given to the Chief Executive Officer for review.
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5. The Chief Executive Officer has five business days to review information and forward the information to the Board of Directors.
  6. The Chief Executive Officer and the Board of Directors have ten days to review all documents including the recommendations of the EO Officer and come to a final decision on how to move forward with a course of corrective action that will be taken against the party in whom the complaint was filed against.
  7. After the decision has been made the Board of Directors will inform the Chief Executive Officer in writing what the course of action will be and the Chief Executive Officer will follow up with the LWDA. L&I EO does not need to be informed of non-WIOA personnel issues/complaints
  8. These communications must be in writing and documented as well as files being maintained for up to three years.
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