

Program Participant Grievance Policy, Procedure, and Signature Page Policy #P-11-10.22

Re: Guidance on the nature of program participant complains and the procedure that WIOA, TANF, and EARN participants must follow to issue a formal complaint against the SCPa Works employment services system.

Updated: April 8, 2024
Originated: September 23, 2022
Approved: November 11, 2022
Revision Approved: N/A

References: WIOA Section 181(c)
20 CFR §683.600
20 CFR §683.610

Author: Saranne Miller, Policy Manager 

I. Background:

- A. This policy provides guidance to the SCPa Works service area and applies to programmatic grievances and complaints from WIOA, TANF, and EARN participants or applicants pursuant to WIOA Section 181(c) regarding the receipt, hearing, resolution, and appeals process of Title I grievance and complaints in accordance with Title 20 CFR, Sections 683.600 and 683.610.
- B. These procedures apply only to participants' programmatic complaints alleging violations of WIOA Title I, TANF, or EARN requirements in the operation/administration of programs and activities.
- C. This policy also establishes a procedure for such grievances or complaints alleging violations of the requirements of this title to be heard and completed within 60 days after the filing of the grievance or complaint.

II. Grievance Procedure:

- A. This grievance procedure is established to provide participants with the opportunity to bring complaints to the attention of management.
- B. It is expected of the contracted service provider to resolve complaints or grievances informally when initially assessed.
 - 1. Program management and participants are expected to make every effort to resolve problems as they arise.
 - 2. It is recognized that there may be grievances that need to be resolved by further review and discussion.
- C. To file a grievance regarding an issue please follow the steps outlined below:
 - 1. The participant shall informally discuss the complaint or grievance with their designated staff case manager in an effort to achieve a prompt satisfactory resolution.
 - a. The case manager staff member will ensure to discuss the problem with Program Management for a solution. A solution will be given within three business days of the informal discussion.

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2. If the participant feels that the matter has not been settled to his/her satisfaction, he/she may communicate directly with the program manager upon request.
 - a. The program manager will schedule a meeting with the participant within five days of the request.
 - b. Within five business days of meeting with the participant, the program manager will offer a tangible solution to the participant's complaint.
3. If the participant does not accept the solution provided by the program manager, the participant shall have access to meeting with the program director.
 - a. The program director will schedule a meeting with the participant, and will provide a resolution within five business days following the scheduled meeting with the participant.
 - b. One copy of the decision rendered shall be given to the participant, and one copy will be placed in the participant's file.
4. If the participant is still unsatisfied, they may request an appeal to the program director's decision in writing within five business days from receipt of the answer.
 - a. The individual will appeal the decision in writing and request to the program director that a formal appeal be submitted to the appropriate SCPa Works Programs Officer.
5. The SCPa Works Programs Officer will review the appeal and provide final resolution within five business days.
 - a. The final resolve will be issued from the SCPa Works Programs Officer to the service provider program director who will then contact the participant with the final resolution.

III. Statement of Receipt - Participants Grievance Procedure:

- A. If a program participant has not signed and dated a formal grievance procedure document, this policy serves as the federal and state required record of grievance procedure communication and explanation, and should be maintained in the participant's file as proof of receipt.

I hereby certify that I have received, read and understand the Grievance Procedures for all programs provided within South Central Pennsylvania service region and acknowledge so with my signature below.

Participant Signature:

Date: _____

Service Provider Signature:

Date: _____

IV. Summary of Changes: This policy is reviewed every 180 days by the SCPa Works Policy Department for necessary changes, edits, updates, and revisions.

Date of Change:	Changed by:	Summary of Change(s):	Effective Date
09/23/2022	Saranne Miller 	1. Re-wrote sections II and III.	11/11/2022

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04/08/2024	Saranne Miller 	Reviewed for edits. No revision necessary. Re-formatted header page.	04/08/2024