

Program Participant Grievance Policy #P-11-10.22

Re: Guidance on the nature of program participant complaints and the procedure that Workforce Innovation and Opportunity Act (WIOA) Title I participants should follow to issue a formal complaint against any aspect of the workforce development, training, and employment services system.

Reviewed for Updates: July 28, 2026
Revision Approved: September 24, 2026

Originated: January 29, 2020
Original Approval Date: September 23, 2022

Related Policies: Training Provider Grievance #P-10-6-22
EO & Discrimination Complaint Policy #P-13-2-22
Incident of Fraud Reporting Policy #P-9-7-22
Code of Conduct & Conflict of Interest #P-28-11.22

Attachments: Attachment A; SCPa Works Complaint Intake Form
Attachment B; SCPa Works Complaint Appeal Form
Attachment C; Public Notice of Complainant Rights
Attachment D; Employment Service and Employment Related Complaint Poster

Author: Saranne Miller



I. Purpose of this Policy

- A. The purpose of this guidance is to present SCPa Works' complaint and grievance procedures representing a uniform process for receiving, processing, resolving, and appealing complaints and grievances alleging violations of the requirements of Title I of WIOA.
 1. These procedures are established pursuant to:
 - a. WIOA Section 181(c) Grievance Procedure
 - b. WIOA Section 188 Nondiscrimination
 - c. 20 Code of Federal Regulations (CFR) Part 683 Subpart F_ Grievance Procedures, Complaints and State Appeals Processes (20 CFR 683.600-620)
 - d. 20 CFR 38 Implementation of the Nondiscrimination and Equal Opportunity Provisions of the WIOA
 - e. Pennsylvania Department of Labor and Industry's (L&I) Office of Equal Opportunity (OEO) Nondiscrimination Plan
 - f. Other applicable federal and state law and regulation
- B. The SCPa Works complaint and grievance procedure included in this policy ensures compliance with the WIOA administrative framework while preserving the complainant's right to appeal to the Pennsylvania Department of Labor and Industry (herein the "State") if SCPa Works fails to issue a timely decision or the complainant is not satisfied with the outcome.
- C. Regulatory Requirements (20 CFR 683.600)
 1. Subrecipients of WIOA Title I funds within the South Central Pennsylvania region under SCPa Works must abide by the grievance and complaint procedures as detailed in this policy.

2. WIOA Title I program complaints should be filed through SCPa Works and processed using the grievance and complaint procedures as described in this policy, as required by 20 CFR 683, Subpart F.
 - a. SCPa Works' complaint and grievance procedure, included in this policy, provides an opportunity for informal resolution, a hearing when appropriate, and a written decision within 60 days of the receipt of a complaint from a WIOA Title I participant, partner, service provider (vendor), and all other parties related to workforce system delivery in South Central Pennsylvania.
3. Complaints received by the State that fall within SCPa Works' jurisdiction and have not first been processed through SCPa Works will be remanded directly to SCPa Works for initial resolution in accordance with 20 CFR Part 683, Subpart F, and the procedures detailed in this policy.
4. Allegations involving fraud, waste, abuse, or criminal misconduct, should be referred directly to the appropriate investigative authorities.
 - a. Fraud, waste, abuse, and criminal misconduct is detailed in the SCPa Works Incident of Fraud Reporting Policy #P-9-7.22 found at scpaworks.org under the Documents tab.
5. Complaints involving actions of the State or matters outside a local area's jurisdiction.
- D. The guidance also reiterates that these procedures do not limit an individual's right to pursue other remedies or file complaints with agencies authorized under federal, state, or local law.
- E. In adherence to the Commonwealth of Pennsylvania Department of Labor and Industry, Bureau of Workforce Partnership and Operations (BWPO), herein "the State", SCPa Works:
 1. Establishes a formal grievance and complaint process for WIOA Title I programmatic complaints;
 2. Provides information about complaint procedures to participants, partners, service providers, and other interested parties;
 3. Ensures complaint information is understandable to all affected individuals, including youth and individuals with limited English proficiency (LEP);
 4. Provides an opportunity for informal resolution and a hearing within sixty (60) days of filing a complaint;
 5. Allows appeals to the State when no decision is issued within sixty (60) days or when a party is dissatisfied with the local decision;
 6. Allows U.S. Secretary of Labor to investigate grievances and complaints when a state decision is not issued within 60 days; or a party receives an adverse state decision and appeals to the Secretary; and
 7. Maintains complaint records and publicizes complaint rights.
- F. *Policy Exception:* The grievance procedures in 20 CFR 683.600 do not apply to discrimination complaints filed under WIOA Section 188 and 29 CFR Part 38.
 1. Equal Opportunity (EO) complaints alleging discrimination under WIOA Section 188 and 29 CFR Part 38, should be filed directly with the participant's Equal Opportunity Officer employed by the subrecipient organization, with the SCPa Works EO Officer, as listed in this policy, or with the U.S. Department of Labor Civil Rights Center.
 - a. EO definitions, processes, and procedures are detailed in the SCPa Works EO & Discrimination Complaint Policy #P-13-2.22 found at scpaworks.org under the Documents tab.
 2. SCPa Works provides participants, partners, service providers (vendor staff), and all other parties related to workforce system delivery in South Central Pennsylvania discrimination and equal opportunity complaint processes and procedures through the SCPa Works EO & Discrimination Complaint Policy #P-13-2.22.

3. The SCPa Works Code of Conduct & Conflict of Interest Policy #P-28-11-22 provides further explanation of inappropriate and non-professional behavior that is prohibited in all professional matters related to workforce system delivery in the South Central Pennsylvania region.
- G. No content or narrative in this policy should be interpreted to limit an individual's or complainant's right to pursue any remedy or file a complaint with another agency authorized by federal, state, or local law.

II. Policy Scope and Audience

- A. The complaint and grievance procedures detailed in this policy are designed to ensure individuals, program participants, and other interested parties that are affected by the local workforce development system can file grievances or complaints alleging violations of the requirements of WIOA Title I.
- B. Complaints or grievances may originate from WIOA Title I-funded facilities, programs, services and activities administered or operated by SCPa Works, the One-Stop Operator (OSO), and affiliated entities, including:
 1. One-Stop Program Partners
 2. WIOA Title I program service providers and contractors
 3. Eligible Training Providers and other entities providing training services
 - a. See the SCPa Works 2026 Training Provider Grievance Policy #P-10-6.22
 4. Affiliated entities which provide services, activities, and supportive services within the SCPa Works workforce delivery system
- C. The following individuals or entities may file a complaint or grievance alleging violations of the requirements of Title I of WIOA: *(Job Corps program is excluded from these provisions.)*
 1. Individuals; Program Applicants and Participants; Former Participants
 2. Employees
 3. Employers
 4. Vendors or Service Providers
 5. Contractors or Contracted Service Organizations
 6. Training Providers
 7. Labor Organizations
 8. Community Based Organizations
 9. Other Interested Parties

III. Types of Complaints

- A. Examples of complaints covered under these procedures include:
 1. Eligibility disputes
 2. Improper termination from services
 3. Failure to provide required services
 4. Violations of WIOA Title I requirements
 5. Procurement disputes
 6. Misuse of WIOA funds
 7. Service delivery concerns
 8. Violations of local policy

IV. Methods of Filing a Complaint

- A. Complaints may be filed with SCPa Works:
 1. In person
 2. By mail
 3. By email
 4. Electronically
 5. By telephone with staff assistance

- B. SCPa Works shall assist individuals who require help reducing complaints to writing.
1. Reasonable accommodation and language assistance services must be provided when necessary.

V. Content of Complaints

- A. Complaints should include:
1. Name and contact information of complainant
 2. Name of respondent, if known
 3. Description of allegations
 4. Relevant dates
 5. Supporting documentation, if available
 6. Requested resolution

VI. Time Limit for Filing a Complaint

- A. Complaints must be filed within one (1) year of the alleged violation unless another law or regulation establishes a different filing period.

VII. Informal Complaint Resolution Procedure

- A. The SCPa Works grievance procedure is established to provide individuals with the opportunity to bring complaints to the attention of workforce development system management.
- B. SCPa Works has the authority to attempt informal resolution prior to a formal hearing.
1. Informal resolution methods include:
 - a. Staff conferences
 - b. Mediation
 - c. Corrective actions
 - d. Settlement discussions
 - e. Informal resolution efforts shall not delay the complainant's right to a hearing.
- C. It is expected that the WIOA Title I vendor, upon receipt of a complaint from a WIOA Title I participant, partner, or other individual affiliated with the workforce development system, resolve the complaint or grievance informally, using internal controls, when initially assessed.
1. Vendor program management is expected to make every effort to resolve problems as they arise.
- D. When a complaint cannot be resolved by the WIOA Title I vendor, vendor staff should provide the complainant the steps outlined below:
1. If the participant feels that the matter of the complaint or grievance has not been settled to their satisfaction by the vendor, they may communicate directly with the SCPa Works Director of Programs by completing, signing, and submitting the SCPa Works WIOA Title I Compliant Intake Form located at scpaworks.org.
 - a. The Director of Programs will schedule a meeting with the participant within five days of the complainant's request.
 - b. Within five business days of meeting with the participant, the Director of Programs will offer a tangible solution to the participant's complaint.
 - c. One copy of the decision rendered shall be provided to the WIOA Title I vendor via email, one copy of the decision will be delivered to the complainant via email, and one copy will be placed on file with the SCPa Works Compliance Manager.
 2. If the complainant is unsatisfied, they may request an appeal to the Director of Programs' decision in writing, using the SCPa Works WIOA Title I Complaint Intake Form, within five business days from receipt of the initial answer from the Director of Programs.
 3. SCPa Works will review the appeal and provide a final resolution within five business days of

receiving the appeal.

- a. One copy of the decision rendered to resolve the complainant's appeal shall be provided to the WIOA Title I vendor via email, one copy of the decision will be delivered to the complainant via email, and one copy will be placed on file with the SCPa Works Compliance Manager.
4. A complainant may appeal the decision of the SCPa Works Director of Programs twice.
 - a. This provides complainants three total opportunities for resolve, including the initial submission of the complaint, plus two opportunities to appeal.
5. Following three total failed attempts to informally resolve a complaint through SCPa Works, leaving the complainant unsatisfied, the complainant will be advised to request a formal hearing.

VIII. Hearing Procedures

- A. Right to a Hearing
 1. If a complaint cannot be resolved informally, using the procedure in Section VII of this policy, the complainant shall be provided an opportunity for a hearing.
- B. Hearing Timelines
 1. SCPa Works shall:
 - a. Conduct a hearing when requested; and
 - b. Issue a written decision within sixty (60) days of the filing of the complaint.
- C. Hearing Requirements
 1. Hearings shall:
 - a. Be conducted by an impartial hearing officer
 - b. Provide reasonable advance written notice
 - c. Allow both parties to present evidence
 - d. Allow witness testimony
 - e. Permit representation by counsel or another representative
 - f. Maintain an official record of proceedings

IX. Written Decision

- A. Written determinations shall include:
 1. Summary of allegations
 2. Findings of fact
 3. Applicable laws or regulations
 4. Conclusions
 5. Corrective actions, if applicable
 6. Appeal rights and deadlines

X. Appeals Process

- A. A request for a local level appeal (20 CFR 683.600(c)(4)) by a participant to the Department of Labor and Industry (L&I) can be made by either a complainant or a respondent not satisfied with SCPa Works' hearing decision or due to the fact that no local area decision was reached within 60 of the filing of the grievance or complaint.
- B. State hearings or appeals are conducted in accordance with the Memorandum of Understanding for Independent Hearing Examiner Services between the L&I and the PA Department of State as well as regulatory provisions found at 20 CFR 683.600-620.
- C. The State Agency Liaison is responsible for coordinating activities with the appointed hearing examiner.

State Agency Liaison:

SCPa Works Program Participant Grievance Procedure Policy #P-11-10.22 ~ SCWDB Approved September 23, 2022

This is an electronically controlled document. All hard copies are considered uncontrolled.

This document is reviewed for updates every 180 days by the SCPa Works Policy Department and was last reviewed on 07.28.2026.

Auxiliary aids and services are available upon request to individuals with disabilities. Equal Opportunity Employment/Program

JAMES J. KAYER
jkayer@pa.gov
Department of Labor & Industry
Office of Equal Opportunity
651 Boas Street, Room 1402
Harrisburg, Pennsylvania 17121-0750
Phone: 717-787-1182 or 800-622-5422
TDD/TTY: 800-654-5984 FAX: 717-772-2321

- D. Grievances or complaints under 20 CFR 683.600, submitted directly to The U.S. Department of Labor (US DOL), will be referred to the appropriate state or local area for resolution, unless US DOL notifies the parties involved that US DOL will investigate the submitted complaint or grievance.
- E. Pursuant to 20 CFR 683.610(a), US DOL will investigate allegations arising through the grievance procedures found in 20 CFR 683.600 when:
 - 1. A decision on a grievance or complaint under 20 CFR 683.600(d) [i.e., State Procedures] has not been reached within 60 days of receipt of the grievance or complaint or within 60 days of receipt of the request for appeal of a local level grievance and either party appeals to US DOL. Appeals made under either of these scenarios must be filed within 120 days of the filing of the grievance with the state, or the filing of the appeal of a local grievance with the state.
 - 2. A decision on a grievance or complaint under § 683.600(d) [i.e., State Procedures] has been reached and the party to which such decision is adverse appeals to US DOL. Appeals made under this scenario must be filed within 60 days of the receipt of the decision being appealed.
- F. Under the scenarios listed above, US DOL must make a final decision on the filed appeal no later than 120 days after receiving the appeal.
- G. All appeals must be submitted by certified mail, return receipt requested, to:

Director, Civil Rights Center
U.S. Department of Labor
200 Constitution Ave. NW Room N-4123
Washington, DC 20210
Attention: ASET

XI. Accessibility Requirements

- A. SCPa Works ensures:
 - 1. Language assistance services for LEP individuals
 - 2. Reasonable accommodation for individuals with disabilities
 - 3. Auxiliary aids and services upon request
 - 4. Accessible formats and communications
 - 5. Meaningful access to complaint procedures

XII. Confidentiality

- A. Complaint information shall be maintained confidentially to the maximum extent permitted by law.

XIII. Retaliation Prohibited

- A. No person may intimidate, threaten, coerce, discriminate against, or retaliate against any individual because they:
 - 1. Filed a complaint
 - 2. Participated in a complaint investigation
 - 3. Assisted in complaint processing
 - 4. Opposed unlawful practices

XIV. Record Retention

- A. All complaint records shall be maintained for a minimum of three (3) years following final resolution unless a longer retention period is otherwise required by law.
 1. Records shall include:
 - a. Complaint forms
 - b. Correspondence
 - c. Investigation materials
 - d. Hearing records
 - e. Determinations
 - f. Appeals
 - g. Resolution documentation

XV. Public Notice

- A. SCPa Works shall:
 1. Publicly post complaint procedures
 2. Include complaint rights in participant materials
 3. Make procedures available upon request
 4. Ensure staff are trained regarding complaint procedures and rights

XVI. Equal Opportunity (EO) Complaints

- A. WIOA Title I vendors and participants are required to review and become familiar with the EO procedures detailed in the SCPa Works EO & Discrimination Complaint Policy #P-13-2.22 located at scpaworks.org under the Documents tab.
- B. Complaints alleging discrimination or retaliation based on protected status must immediately be referred to the SCPa Works Equal Opportunity (EO) Officer.
- C. WIOA Section 188 and 29 CFR Part 38 prohibit discrimination in WIOA Title I-funded programs, activities, and employment practices.
- D. Protected groups include race, color, religion, sex (including pregnancy, gender identity, transgender status, and sex stereotyping), national origin, age, disability, political affiliation or belief, and for beneficiaries, applicants, and participants, citizenship status and participation in a WIOA Title I-funded program or activity.
 1. WIOA Title I vendors are required to designate an EO Officer, post and disseminate the 'Equal Opportunity Is the Law' notice, provide meaningful access for LEP individuals, provide reasonable accommodation and auxiliary aids/services, ensure accessibility, maintain complaint records, and conduct monitoring and corrective action as needed.
 2. Discrimination complaints may be filed with the WIOA Title I vendor's EO Officer, the SCPa Works EO Officer, or directly with the U.S. Department of Labor Civil Rights Center.
 - a. Such complaints are generally subject to a 180-day filing period and are governed by 29 CFR Part 38 rather than the grievance procedures in 20 CFR 683.600.
 - b. EO complaints are governed by:
 - WIOA Section 188
 - 29 CFR Part 38
 - Applicable equal opportunity; nondiscrimination and civil rights statute

XVII. Fraud and Waste

- A. WIOA Title I vendors and participants are required to review and become familiar with the definitions and procedures in the SCPa Works Incident of Fraud Reporting Policy #P-9-7.22 located at scpaworks.org under the Documents tab.

- B. Pursuant to 20 CFR 683.620, procedures must address allegations of fraud, abuse, criminal misconduct, and misuse of WIOA funds.
1. Such allegations may be referred to appropriate investigative authorities and handled separately from standard grievance procedures.

XVIII. Complaint Coordinator

- A. SCPa Works designates the following individual to coordinate WIOA Title I complaints and grievances:

Name: Whitney Matthews
Title: Equal Opportunity Officer
Organization: SCPa Works
Address: 4201 Crums Mill Rd, Harrisburg, PA 17112
Phone: (800) 932-0635
Email: wmatthews@scpaworks.org

- XIX. 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
09/01/2022	Saranne Miller 	1. Rewrote sections II and III.	09.23.2022
01.16.2025	Saranne Miller 	Reviewed for edits. No revision necessary.	01.16.2026
07.28.2026	Saranne Miller 	This policy has been completely re-written to include all required aspects of the Employment Services Complaint System Instructions issued by the Commonwealth of Pennsylvania, Department of Labor and Industry.	9.24.2026
09.04.2026	Saranne Miller 	Revised Section X by adding the state agency liaison in adherence to guidance from BWDA.	9.24.2026

WIOA TITLE I COMPLAINT AND GRIEVANCE PROCEDURES AND APPEAL PROCESSES POLICY #P-11-10.22

COMPLAINT INTAKE FORM

This form should be used by any person who wishes to file a general complaint against WIOA Title I staff, a discriminatory complaint, or any other type of complaint, against any person(s) or entity in relation to WIOA Title I administration, operations, facilities, or otherwise, within the South Central PA local workforce system delivery service area. To file a complaint, complete this form, sign on page 4 and return to the form to the One-Stop Career Center, your WIOA Title I case manager, the supervisor at your service site, or directly to the SCPa Works Director of Programs. Equal Opportunity (EO) and discriminatory complaints should be submitted to the SCPa Works EO Officer.

1. Complainant Information

☐ Miss ☐ Ms. ☐ Mrs. ☐ Mr. ☐ Other

Home Phone: () -

Work Phone: () -

Cell: () -

Name: _____

Street Address: _____

City: _____

Email: _____

State: _____ Zip Code: _____

2. Complainant Contact Information

When is it a convenient time during business hours (8 a.m. to 5 p.m.) to contact you by phone about this complaint?

Day	Monday	Tuesday	Wednesday	Thursday	Friday
Time					
Phone					

3. Contact Information for the Person(s) Who You Claim Discriminated Against You

Provide the name of the entity where person(s) work(s):

Name of person(s) who discriminated against you:

Address of person(s)/entity:

City: _____ State: _____ ZIP Code: _____

Phone: () -

Date of first occurrence: _____ Date of most recent occurrence: _____

4. Tell Us About the Incident(s)

- Explain briefly what happened and if you were discriminated against, how you were discriminated against?
- Provide the date(s) when the incident(s) occurred.
- Indicate who offended or discriminated against you. Include names and titles if possible.
- If other people were treated differently than you, tell us how they were treated differently.
- Attach any documents that you think might help us better understand your complaint.

5. Please List Below Any Person(s) (Witnesses) That We May Contact for Additional Information to Support or Clarify the Complaint.

Name	Address	Phone

6. If this complaint is related to discrimination, please check all boxes that apply:

Check the type of discrimination you experienced, such as age, race, color, national origin, disability, etc. If you believe more than one basis was involved, you may check more than one box.

- | | |
|--|---|
| ☐ Age - provide date of birth: | ☐ Citizenship |
| ☐ Color | ☐ Disability |
| ☐ National Origin (Including limited English proficiency) | ☐ Religion |
| ☐ Retaliation | ☐ Harassment |
| ☐ Gender - Specify ☐ F ☐ M | ☐ Sex (including including pregnancy, childbirth, or related medical conditions, gender identity, and transgender status) |
| ☐ Race - indicate race: | ☐ Status as a program participant under the Workforce Innovation Opportunity Act |
| ☐ Political Affiliation or Belief | ☐ Other (Specify): |

7. Have You Previously Filed a Complaint Against this Person(s)/Entity? ☐ Yes ☐ No

If **YES**, answer the questions below, if **NO** move to section 8.

a. Was your complaint in writing? ☐ Yes ☐ No

b. On what date did you file the complaint?

c. Name of office where you filed your complaint:

Address: _____

City: _____ State: _____ ZIP Code: _____

Phone number: () -

Contact person (if known): _____

d. Have you been provided a final decision or report? ☐ Yes ☐ No

If you marked "YES", please attach a copy of the complaint.

8. What Corrective Action or Remedy Do You Seek? Please Explain.

9. Choosing a Personal Representative

- You may choose to have someone else represent you in dealing with this complaint. It may be a relative, friend, union representative, an attorney, or someone else.
- If you choose to appoint someone to represent you, all of our communication to you will be routed through your representative.

Do you want to authorize a personal representative to handle this complaint?

☐ Yes ☐ No

If YES, complete the section below. **If NO**, go to Section 10.

AUTHORIZATION OF PERSONAL REPRESENTATIVE

I wish to authorize the individual identified below to act on my behalf as my personal representative, in matters such as mediation, settlement conferences, or investigations regarding this complaint.

Name: _____

☐ I am an attorney representing the complainant. ☐ I am not an attorney representing the complainant.

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Phone : () - Fax: () -

Email: _____

10. Alternate Dispute Resolution (ADR) Also Known as Mediation

Notice—You must indicate if you wish to mediate your case. SCPa Works cannot begin to process your complaint until you have made a selection. Please check **YES** or **NO** in the spaces below.

- Mediation is an alternative to having your complaint investigated.
- Neither party loses anything by mediating.
- The parties to the complaint review the facts, discuss opinions about the facts, and strive for an agreement that is satisfactory for both.
 - Agreement to mediate is not an admission of guilt by the person(s)/entity that you claim discriminated against you.
 - Mediation is conducted by a trained, qualified and impartial mediator.
 - You (or your Personal Representative) have control to negotiate a satisfactory agreement.
 - **Terms of the agreement are signed by the complainant and the person(s)/entity that you claim discriminated against you.**
 - **Agreements are legally binding on both parties.**
 - If an agreement is not reached, a formal investigation will start.
 - Failure to keep an agreement will result in a formal investigation.
 - A formal investigation will be opened if retaliation is reported.
- **Do you wish to mediate your complaint?**
(Please check only one box)

☐ **YES**, I want to mediate.

☐ **NO**, please investigate.

If you select “YES” you will be contacted within five business days with more information.

11. Complainant Signature

Your signature on this form will initiate the processing of this complaint. By signing this form, you are declaring under penalty of perjury that the information included is true and correct to the best of your knowledge of belief.

Signature:

Date:

WIOA TITLE I COMPLAINT AND GRIEVANCE PROCEDURES AND APPEAL PROCESSES POLICY #P-11-10.22

COMPLAINT APPEAL FORM

This form should be used by any person who wishes to file an appeal against a complaint or grievance resolution or decision provided by SCPa Works. When a complainant is unsatisfied, they may request an appeal to in writing, using this form, within five business days from receipt of the initial answer issued after the SCPa Works complaint and grievance procedures have come to fruition. SCPa Works will review the appeal and provide a final resolution within five business days. Following two failed attempts to informally resolve a participant complaint, leaving the participant unsatisfied, the participant will be advised to request a formal hearing.

Complainant Information

☐ Miss ☐ Ms. ☐ Mrs. ☐ Mr. ☐ Other

Home Phone: () -

Work Phone: () -

Cell: () -

Name: _____

Street Address: _____

City: _____ Email: _____

State: _____ Zip Code: _____

Complainant Contact Information

When is it a convenient time during business hours (8 a.m. to 5 p.m.) to contact you by phone about this complaint?

Day	Monday	Tuesday	Wednesday	Thursday	Friday
Time					
Phone					

- Explain the details that describe that relate to the failed outcome of the initial complaint submission.
- List alternative outcomes to include points of feasibility, tangible resources, and additional information that may encourage SCPa Works to reconsider the initial answer to the complaint.
- List any new or additional information or witnesses that may have not been included in the initial submission

Choosing a Personal Representative

- You may choose to have someone else represent you in dealing with this complaint. It may be a relative, friend, union representative, an attorney, or someone else.
- If you choose to appoint someone to represent you, all of our communication to you will be routed through your representative.

Do you want to authorize a personal representative to handle this complaint?

☐ Yes ☐ No

If YES, complete the section below. **If NO**, go to Section 10.

AUTHORIZATION OF PERSONAL REPRESENTATIVE

I wish to authorize the individual identified below to act on my behalf as my personal representative, in matters such as mediation, settlement conferences, or investigations regarding this complaint.

Name:

☐ I am an attorney representing the complainant. ☐ I am not an attorney representing the complainant.

Mailing Address:

City: _____ State: _____ Zip Code: _____

Phone : () - Fax: () -

Email: _____

Complainant Signature

Your signature on this form will initiate the processing of this appeal. By signing this form, you are declaring under penalty of perjury that the information included is true and correct to the best of your knowledge of belief.

Signature: _____

Date: _____

PUBLIC NOTICE

SCPa Works Informal Complaint Resolution Procedure

The SCPa Works' Workforce Innovation and Opportunity Act (WIOA) Title I Complaint and Grievance Policy #P-11-10-22 details procedures for WIOA Title I partners, service providers (vendors), participants, staff members, and all other individuals operating within the South Central Pennsylvania workforce system delivery region. The SCPa Works complaint and grievance procedure, as described in the Complaint and Grievance Policy, represents a uniform process for receiving, processing, resolving, and appealing complaints and grievances alleging violations of the requirements of Title I of WIOA. SCPa Works policies are available to the public at scpaworks.org under the Documents tab. This public notice is available on the main page at scpaworks.org.

PUBLIC NOTICE:

In adherence to the SCPa Works WIOA Title I Complaint and Grievance Policy #P-11-10-22, the SCPa Works Complaint Intake Form should be used by any person who wishes to file a general complaint against WIOA Title I staff, a discriminatory complaint, or any other type of complaint, against any person(s) or entity in relation to WIOA Title I administration, operations, facilities, or otherwise, within the South Central Pennsylvania local workforce system service area. The SCPa Works complaint and grievance procedure ensures compliance with the WIOA administrative framework while preserving the complainant's right to appeal to the Pennsylvania Department of Labor and Industry (herein the "State") if SCPa Works fails to issue a timely decision or the complainant rejects the outcome of the complaint resolution, following by two unsatisfactory opportunities to appeal the initial outcome. To file a complaint, complete the Complaint Intake Form, located at scpaworks.org, sign the form, and return to the form to the One-Stop Career Center, a WIOA Title I case manager, the supervisor at a Title I service site, or directly to the SCPa Works Director of Programs. Equal Opportunity (EO) and discriminatory complaints should be submitted directly to the SCPa Works EO Officer. The following reflects section VII of the SCPa Works WIOA Title I Complaint and Grievance Policy:

VII. Informal Complaint Resolution Procedure

- A. The SCPa Works grievance procedure is established to provide individuals with the opportunity to bring complaints to the attention of workforce development system management.
- B. SCPa Works has the authority to attempt informal resolution prior to a formal hearing.
 1. Informal resolution methods include:
 - a. Staff conferences
 - b. Mediation
 - c. Corrective actions
 - d. Settlement discussions
 - e. Informal resolution efforts shall not delay the complainant's right to a hearing.
- C. It is expected that the WIOA Title I vendor, upon receipt of a complaint from a WIOA Title I participant, partner, or other individual affiliated with the workforce development system, resolve the complaint or grievance informally, using internal controls, when initially assessed.
 1. Vendor program management is expected to make every effort to resolve problems as they arise.
- D. When a complaint cannot be resolved by the WIOA Title I vendor, vendor staff should

SCPa Works Program Participant Grievance Procedure Policy #P-11-10.

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Auxiliary aids and services are available upon request to individuals with disabilities. Equal Opportunity Employment/Program

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 - a. The Director of Programs will schedule a meeting with the participant within five days of the complainant's request.
 - b. Within five business days of meeting with the participant, the Director of Programs will offer a tangible solution to the participant's complaint.
 - c. One copy of the decision rendered shall be provided to the WIOA Title I vendor via email, one copy of the decision will be delivered to the complainant via email, and one copy will be placed on file with the SCPa Works Compliance Manager.
2. If the complainant is unsatisfied, they may request an appeal to the Director of Programs' decision in writing, using the SCPa Works WIOA Title I Complaint Intake Form, within five business days from receipt of the initial answer from the Director of Programs.
3. SCPa Works will review the appeal and provide a final resolution within five business days of receiving the appeal.
 - a. One copy of the decision rendered to resolve the complainant's appeal shall be provided to the WIOA Title I vendor via email, one copy of the decision will be delivered to the complainant via email, and one copy will be placed on file with the SCPa Works Compliance Manager.
4. A complainant may appeal the decision of the SCPa Works Director of Programs twice.
 - a. This provides complainants three total opportunities for resolve, including the initial submission of the complaint, plus two opportunities to appeal.
5. Following three total failed attempts to informally resolve a complaint through SCPa Works, leaving the complainant unsatisfied, the complainant will be advised to request a formal hearing.

The following reflects section XIII of the SCPa Works WIOA Title I Complaint and Grievance Policy:

XIII. Retaliation Prohibited

- A. No person may intimidate, threaten, coerce, discriminate against, or retaliate against any individual because they:
 1. Filed a complaint
 2. Participated in a complaint investigation
 3. Assisted in complaint processing
 4. Opposed unlawful practices

FILE A COMPLAINT

Employment Service and Employment Related Law Complaint System

IF YOU HAVE A COMPLAINT ABOUT:

- Employment Services at this office, or
- An Employer
 - Any employment-related law, or
 - An employer the Employment Service program referred you to.

Contact the manager or the following Complaint System Representative:

Complaint System Representative Contact Information:

👤 Attention: First and Last Name Whitney Matthews; EO Officer

☎ Telephone: (XXX) XXX-XXXX 717-236-7936 Extension XX 123

✉ Email Address: wmatthews@scpaworks.org

📮 Mailing Address: 4201 Crums Mill Road, Suite 100A Harrisburg, PA 17112

Examples:

- | | | |
|------------------------|---|--------------------------------------|
| ✓ Wages | ✓ Employer-Provided Transportation or Housing | ✓ Discrimination |
| ✓ Working Hours | ✓ Child Labor | ✓ Trafficking |
| ✓ Workplace Crimes | ✓ Pesticides | ✓ Sexual Harassment/Coercion/Assault |
| ✓ Wrongful Termination | ✓ Health/Safety | ✓ Other |
| ✓ Contract Compliance | | |

***Any individual, employer, organization, association, or other entity can file a complaint.
A complainant may choose an individual to act as their representative.**

This Employment Service office can also help you to find other employment, training, and supportive services to obtain food, shelter, clothing, and other necessities.

PROTECTIONS FOR COMPLAINANTS:

- If you make a complaint or give information related to, or assist in, an investigation of a complaint, your identity will be kept confidential to the fullest extent possible under current law and as necessary to determine the complaint fairly.
- Federal laws prohibit employers from retaliating (taking negative actions) against employees who report employment-related complaints. If you experience retaliation from an employer, notify the complaint representative.

If you have any concerns about this complaint process, please contact your State Monitor Advocate:

State Monitor Advocate Name: Jon Weirether

Email Address: jweirether@pa.gov Telephone: 717-346-1065

***Language assistance is available free of charge.**

For information on interpretation and translation services, contact:

Name: _____ Telephone: 1-800-932-0635 Ext. 119