SCPa WORKS
SOUTH CENTRAL WORKFORCE DEVELOPMENT BOARD

Program Participant Grievance

Re: SCPa Works Program Participant Grievance Policy #P-11-10.22

The SCPa Works Program Participant Grievance Policy applies to programmatic grievances and complaints related to WIOA, TANF, EARN, WHR, BEP, REENTRY program participants, and 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. as well as all non-formula-funded grant recipients for any program for which SCPa Works serves as a pass-through agent, administrator, operational oversight, fiscal agent, or otherwise affiliated with SCPa Works.

By signing this agreement as a staff member of a contracted vendor in the SCPa Works service area, I attest to the fact that I am willing and able to guide a participant through the process of resolving a grievance.

Grievance Procedure:

This grievance procedure is established to provide participants with the opportunity to bring complaints to the attention of management. 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. Vendor management will provided a solution within three business days of the discussion.
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 provide a resolution within five business days following the scheduled meeting with the participant.
   b. A decision in writing will be given to the participant, and a 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.

Statement of Receipt - Participants Grievance Procedure:

This signature page serves as the federal and state required record of grievance procedure communication and explanation.

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 Name: _____

Participant Signature: _____

Date: _____

SCPa Works is an equal-opportunity organization.
Auxiliary aids and services are available upon request to individuals with disabilities.