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Policy Number: WIOA I-B – 4.3 Updated

Effective Date: August 27, 2018

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## Grievance and Complaint Procedures

**PURPOSE:** The purpose of this policy is to describe and to detail the regulations concerning the Title I-B grievance and complaint procedures as they apply to the local area, in accordance with the rules and regulations of Workforce Innovation and Opportunity Act of 2014 (WIOA), the WIOA Final Rule, Training and Employment Guidance Letters (TEGLs) published by the Employment and Training Administration of the U.S. Department of Labor (ETA), and policies of the Arkansas Workforce Development Board (AWDB).

### REFERENCE:

WIOA § 181(c)(1)  
WIOA 20 CFR 683.600

### POLICY:

Each Title I-B program provider and One-Stop operator must have a written procedure to address grievance and complaints for allocations concerning WIOA Title I-B. This process may be one combined procedure, or it may be two separate procedures. Each LWDB must also have a grievance and complaint procedure for direct complaints for appeals from decisions made by the program provider or One-Stop operator [WIOA § 181(c)(1); 20 CFR 683.600]. The procedure for filing a grievance or complaint must be easily available to each person seeking to apply for services, and the procedure must be written in such a way as to be easily understood by all applicants and participants. Reasonable efforts must be made to help youth and those who are limited-English speakers understand the procedure [20 CFR 683.600(b)].

Each procedure must include:

- A process for dealing with the grievance or complaint at as low a level as possible, and continuing to the Local Board Grievance and Complaint Procedure [20 CFR 683.600(c)(1)].
- Assurance that the complaint will be investigated with an informal resolution to be proposed within 60 days of the filing of the grievance [20 CFR 683.600(c)(2)].
- The opportunity for a hearing to be completed at the local level within 60 days of the filing of the grievance or complaint [WIOA § 181(c)(1); 20 CFR 683.600(c)(2)].
- The opportunity to appeal to the next level (LWDB or AWDB) [20 CFR 683.600(c)(4)].
- A process to submit the grievance to a binding arbitration procedure if the individual alleges a labor standards violation and a collective bargaining agreement covering the parties provides for such procedure [20 CFR 683.600(c)(3)].

The Arkansas State Grievance and Complaint Procedure will include the process for resolving appeals from the local level, for remanding to the local area complaints and grievances that have not been through the local process, and for appealing to the Secretary of Labor if appropriate [20 CFR 683.600(d)].

Nothing in this policy precludes a grievant or complainant from pursuing a remedy authorized under another Federal, State, or local law [20 CFR 683.600(h)].