

# Area 14 Workforce Development Board

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Rights Dissemination / Complaint Procedures

Area 14 Policy 16-02

Effective August 4, 2016



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## I. Purpose

It is the intention of the Area 14 workforce development system to ensure customer rights are both known by those participating in WIOA funded services, and protected by the service providers within this system. To comply with conditions for receipt of federal financial assistance, Area 14 establishes and maintains procedures for the receipt, investigation, and resolution of complaints.

It will be the policy of the Area 14 Workforce Development Board (WDB) to follow the most recent State issued Complaint Procedures Manual and require each registered participant file contain a signed (by the participant) copy of the state issued, “Your Complaint Rights” form, allowing for customization of said form to align with each individual county’s information.

## II. Effective

Immediately

## III. Requirements

The Area 14 workforce development system will follow all state policies on the state policy page pertaining to participant complaints and grievances. At the time of publication, this page is located at [http://jfs.ohio.gov/owd/WorkforceProf/policy\\_info.stm](http://jfs.ohio.gov/owd/WorkforceProf/policy_info.stm). The combination of federal, state and local policy will govern the topic addressed.

All individuals participating in the local workforce development system should be treated fairly and with respect, and shall be informed of their rights and responsibilities. It is the policy of the WDB to utilize the State issued Complaint Procedures Manual as the tool to detail and explain the rules and regulations, including the process and timeframes to resolve program complaints if they occur.

To ensure participants are aware of their rights and responsibilities, each participant shall be provided the state issued “Your Complaint Rights” form to communicate types of complaints and contact information for resolution. This form shall be customized by each Ohio Means Jobs center to include local contact information and ensure that the customer signature is on the application acknowledging receipt of this form.

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Although individuals interact with our programs and services in a variety of ways every day, and all should be treated fairly and with respect, the requirement to obtain a signed “Your Complaint Rights” form only applies to participants in our workforce development system that are “enrolled” in a WIOA funded service.

As identified in WIOAPL 15-08, “Career Services for Adult and Dislocated Workers” WIOA proscribes varying levels of service within the workforce development system. Participants receiving “basic” career services are not required to be tracked via separate participant file or enrollment into the WIOA program, and the “Your Complaints Rights” form is not required to be signed. When a participant transitions beyond basic career services into “individualized” career services, or receives “individualized” career services without first receiving “basic” career services, then they are then considered a registered WIOA participant and their file must contain a participant signed copy of the “Your Complaint Rights” form.

As identified in WIOAPL 15-10, “Youth Program Services,” youth program participation is the point at which the individual has been determined eligible for youth program services, has received an assessment, and has received or is receiving at least one program element. Once the eligibility documentation begins, the individual rights and the process to express a complaint are to be explained to the individual and their parent/guardian, if the individual is a minor. At this point their file must contain a copy of the “Your Complaint Rights” form, signed by the participant, and their parent/guardian if a minor.

## **IV. Complaint Procedures and Designation of Area Officers**

If a complaint is filed, providers will follow the most recent State issued Complaint Procedures Manual. As a requirement of this policy, each Program Operator must maintain four local roles: the Hearing Officer and Equal Employment Opportunity Officer, and an alternate for each. The position of Hearing Officer and Equal Employment Opportunity Officer must be named within each county. However, the alternate for each may be appointed at the discretion of the Director/Administrator within each Program Operator, to be determined as needed based on staff availability and to meet the needs of the service provider.

The processes for complaints and timeframes that these officers will use are detailed in the State issued Complaint Procedures Manual.