



GRIEVANCE PROCEDURE

As Established by CareerSource CHIPOLA

Purpose: In accordance with applicable Workforce Investment Act/Workforce Innovation & Opportunity Act, Welfare Transition, TANF, Wagner Peyser, SNAP and other Federal and State Regulations, a grievance procedure will be adopted for resolving complaints about its programs and activities from participants, subcontractors, and other persons or agencies if such a policy is not in place. A copy of the grievance procedure, which outlines the complaint and resolution steps, shall be made available to each applicant and employee.

Scope: The rules set forth shall be applicable whenever a program participant, applicant, or employee files a grievance against the CSC or any of the programs that it operates.

Definition of Grievance: A grievance is a statement of dissatisfaction which is filed with the subrecipient whenever it is believed that a violation of the act, the regulations, grant, or other agreements under the Act has occurred which affects the interest of the filing party(ies).

Equal Opportunity Officer: The CSC's Administrative Assistant will act as the Equal Employment Opportunity Officer. The CSC Executive Director will act as an alternate Equal Employment Opportunity Officer for grievances involving the CSC Administrative Assistant.

Place and Time Limitations for Filing Grievances: Except for complaints which allege fraud or criminal activity, grievances shall be filed in writing with the CSC within one (1) year of the alleged complaint. The address for such filing is:

CareerSource Chipola
4636 Highway 90 East, Suite K
Marianna, FL 32446

Procedure for Filing Complaints: When a complaint is made to the Equal Employment Opportunity Officer or alternate prior to the grievance being formalized, the EEO officer or alternate will assist in resolving or processing the complaint. If the complaint can be resolved to the satisfaction of both parties, the EEO officer or alternate shall write a report stipulating the agreement or outcome and place a copy in the complainant's file. If the complaint is not resolved the following procedure shall be followed:

1. The complainant will be required to file a written complaint that contains the following information: (See Attachment – Grievance Complaint Form)
 - a. The full name and address of the party making the complaint.
 - b. The full name and address of the party against whom the complaint is being made.
 - c. A statement of the complaint, including dates and facts surrounding the alleged complaint.
 - d. The complaint must be signed by the complainant.
2. Upon the filing of a complaint, a copy of the complaint will be served upon the respondent within ten (10) days by the EEO Officer or alternate or by certified mail. The respondent will then have ten (10) days to file and answer to the complaint with the EEO Officer or alternate. The EEO Officer or alternate will then meet with the parties and attempt to resolve the issue informally. If a mutually satisfactory resolution results, the EEO Officer or alternate will document the outcome and file all documents pertaining to the complaint and resolution.
3. If complaints are not resolved a grievance hearing will be held within thirty (30) days of filing a grievance.

Each party will be notified of the hearing by registered mail. The notification shall contain the following information:

- a. The date, time and place of the hearing.
- b. The purpose of the hearing, a copy of the complaint, and a summary of the section of the Act that is involved.
- c. Procedural and due process rights:
 1. The right to present testimony.
 2. The right to bring witnesses or documentary evidence.
 3. The right to be represented by counsel.
 4. The right to present oral arguments.
 5. All other rights guaranteed shall be protected.
 6. The right to request rescheduling of hearing for good cause.
 7. The right to question any witness.

An impartial board made up of five (5) CSC board members that are not from the county in which the grievance has been filed will preside over the hearing. The board will be designated by the CSC Board Chair and approved by the complainant and respondent and will not be made up of staff. The hearing will be conducted informally. The board will render a decision within ten (10) days of the hearing. The decision will be written and recorded with other documents pertaining to the complaint and hearing. Said documents shall be kept on file at the administrative entity. A final decision will be rendered no later than sixty (60) days after the filing of a grievance. The final decision will

include a synopsis of the facts surrounding the complaint, action taken to resolve the complaint and a rationale for the decision rendered by the impartial board. The complainant will be advised that he/she has the right to appeal the decision by directly contacting either of the following:

Department of Economic Opportunity
Office of Civil Rights
The Caldwell Building
107 East Madison Street
Tallahassee, FL 32399-6545

If a final decision is not rendered in sixty (60) days, the complainant will be notified in writing that he/she has the right to notify the Governor and request state review.

Complaints: Complaints of discrimination on the basis of race, color, national origin, age, sex, religion, political affiliation or beliefs, and as appropriate citizenship may be sent directly to the United States Department of Labor, Office of Civil Rights within 180 days of the alleged discrimination. These complaints should be sent to:

United States Department of Labor
Office of Civil Rights
200 Constitution Avenue, NW
Room N-4123
Washington, D.C. 20210

Complaints alleging discrimination based on handicap may be filed in accordance with 20 CFR 32.45. Under these procedures, complainants must file with the subrecipient within 180 days of the alleged discrimination. An investigation must be conducted by the subrecipient and a decision rendered in writing to the complainant and the other interested parties within sixty (60) days. If dissatisfied with the resolution, the complainant may file with the Assistant Secretary of the United States Department of Labor, within thirty (30) days of the decision, or ninety (90) days from the filing of the complaint, whichever is earlier.

Complaints Alleging Criminal Violations: Criminal complaints are filed with the federal agency responsible for investigating and handling violations as described below:

WIAWIOA, Welfare Transition, TANF, or Wagner Peyser related criminal violations and reports alleging fraud, waste, and abuse shall be mailed directly to the United States Department of Labor (USDOL), Office of the Inspector General, Office of Investigations, Sam Nunn Atlanta Federal Center, 61 Forsyth Street, SW, Suite 6T1, Atlanta, GA 32303. A copy of the alleged criminal complaint or report shall also be sent to the Department of Economic Opportunity, The Caldwell Building, 107 East Madison Street, Tallahassee, FL 32399.