

**ACTION BULLETIN**

**TO:** All Workforce Innovation and Opportunity Act (WIOA) Service Providers

**DATE:** 05/14/2025

**SUBJECT: WIOA GRIEVANCE AND COMPLAINT RESOLUTION PROCEDURES**

**PURPOSE:**

The purpose of this Bulletin is to transmit an update to Alameda County Workforce Development Board's (ACWDB) formal Grievance and Complaint Procedures and to bring the item into compliance with federal and state requirements.

**CITATIONS:**

- WIOA (Public Law 113-128) Section 181(c)
- Title 20 Code of Federal Regulations (CFR) Sections 683.600 and 683.610
- Title 29 CFR Section 38.9
- Title 22 California Code of Regulations (CCR) Division 1, Subdivision 2, Chapter 2, Sections 5050 – 5070
- Employment Development Department (EDD) Workforce Services Directive (WSD) 18-05 Issued September 4, 2018

**BACKGROUND:**

Under Title 20 Section 683.600, each state, Local Workforce Development Area (Local Area), and direct recipient of Title I funding is required to establish and maintain procedures for participants and other interested parties to file grievances and complaints alleging violations of WIOA Title I requirements. These procedures must be made available to all relevant parties within the Local Area, including America's Job Center of California<sup>SM</sup> (AJCC) partners, service providers, and program participants.

This bulletin contains guidance regarding the receipt, hearing, resolution, and appeals process of WIOA Title I grievances and complaints at the local, state, and federal level in accordance with Title 20 CFR Sections 683.600 and 683.610. These procedures apply only to programmatic complaints alleging violations of WIOA Title I requirements in the operation/administration of WIOA programs and activities. For information on complaints alleging discrimination under WIOA Section 188 and Title 29 CFR Part 38, see Workforce Services Directive Nondiscrimination and Equal Opportunity Procedures (WSD17-01). For information on complaints alleging criminal fraud, waste, abuse, or other criminal activity, see Workforce

Services Directive Incident Reporting (WSD20-12). Lastly, for appeals of administrative or financial sanction(s) on a Local Area resulting from monitoring, investigations, or audits, see Workforce Services Directive Audit Resolution (WSD22-06).

## **POLICY AND PROCEDURES:**

### **General Requirements:**

The procedures set forth in this Directive must be used by all Local Areas in the development of their local grievance, complaint, and hearing procedures, and govern the treatment and handling of all grievances or complaints connected with WIOA Title I grant recipients and subrecipients.

Grievances or complaints must be filed within one-year of the alleged violation. All grievances, complaints, amendments, and withdrawals must be in writing. All persons filing grievances or complaints shall be free from restraint, coercion, reprisal, and discrimination.

Furthermore, all recipients and subrecipients of WIOA Title I funds must make reasonable efforts to ensure their policies and corresponding information will be understood by affected participants and individuals, including youth and individuals with limited English proficiency. These efforts must comply with the language requirements of Title 29 CFR Section 38.9.

WIOA Title I Governor's Discretionary and Rapid Response subrecipients (except Local Areas) are not required to develop procedures for responding to grievances and complaints from participants and interested parties. Rather, these subrecipients must adopt this Directive in its entirety and must designate an individual who will be responsible for publishing the procedures.

### **Definitions:**

***Complainant*** – any participant or other interested or personally affected party alleging a noncriminal violation of WIOA Title I requirements.

***Complaint file*** – a file that is maintained in a central location within each office, which includes a copy of each complaint filed along with pertinent documentation.

***Compliance Review Office*** – the organization within the EDD that oversees the administrative resolution of WIOA programmatic complaints.

***Contractor*** – an organization contracted through a sub-recipient to provide services funded through WIOA Title I. [i.e., contracted Career Service Providers (CSP)].

***Days*** – consecutive calendar days, including weekends and holidays.

***Grievance or complaint*** – a written expression by a party alleging a violation of WIOA Title I, regulations promulgated under WIOA, recipient grants, subgrants, or other specific agreements under WIOA.

**Hearing Officer** – an impartial person or group of persons that shall preside at a hearing on a grievance or complaint.

**Local Area** – the Local Area administrative entity (subrecipient) and its contractors to whom the administrative entity has delegated the grievance and complaint resolution process. For Alameda County, the Local Area is the Alameda County Workforce Development Board (ACWDB).

**Participant** – an individual who has been determined to be eligible to participate in and who is receiving services under a program authorized under WIOA.

**Participant case file** – either a hard copy or an electronic file.

**Recipient** – an entity to which a WIOA grant is awarded directly from the U.S. Department of Labor (DOL) to carry out a program under WIOA Title I. (i.e., the State of California, EDD).

**Respondent** – a party in a legal proceeding who is required to answer or defend against claims.

**Service Provider** – a public agency, private nonprofit organization, or private-for-profit entity that delivers educational, training, employment, or supportive services to WIOA participants.

**State Review Panel** – an entity within the EDD composed of representatives from EDD's Compliance Review Office, Legal Office, and Director's Office. This panel shall review and approve or disapprove decisions and recommendations regarding grievances or complaints.

**Subrecipient** – an entity to which a recipient awards funds and is accountable to the recipient (or higher tier subrecipient) for the use of the funds provided. (i.e., ACWDB)

### **Local Level Grievance and Complaint Resolution Procedures:**

Local Areas must establish procedures for resolving programmatic grievances and complaints alleging violations of WIOA Title I. These local grievance and complaint procedures are intended to resolve issues related to WIOA Title I grant programs operated by the Local Area. The local grievance and complaint procedures must meet the following criteria:

#### **1. Notice to Affected Parties**

ACWDB must provide a copy of the local grievance and complaint procedures to each participant. These procedures must include the following:

- Notification that the participant has the right to file a grievance or complaint at any time within one year of the alleged violation.
- Instructions and timelines for filing a grievance or complaint.
- Notification that the participant has the right to receive technical assistance from ACWDB in filing the grievance or complaint.
- Notification that the participant may file an appeal or request a separate review by EDD if they experience an incident of restraint, coercion, or reprisal as a result of filing a complaint.

The local grievance and complaint procedures must be posted in a public location and made available to any interested parties or members of the public.

Where a hard copy case file is maintained, staff must include a signed copy of an acknowledgement of receipt of the local grievance and complaint procedures in each participant's case file. Where an electronic case file is maintained, staff must either: (1) enter a case note indicating that this notification did occur, the date of the notification, and the name of the staff person who provided it, or (2) scan a signed copy of an acknowledgement of receipt of the local grievance and complaint procedures and attach it to the participant's case file.

ACWDB has the responsibility to provide technical assistance to complainants, including those filing grievances or complaints against the ACWDB. Technical assistance includes, but is not limited to, providing instructions on how to file a complaint, and providing copies of relevant documents such as the WIOA, federal regulations, state laws and regulations, local policies and procedures, and contracts. This does not require ACWDB to violate any rule of confidentiality or provide legal advice.

## 2. Filing a Grievance or Complaint

The official filing date of a grievance or complaint is the date it is received by ACWDB, AJCC partner, service provider, or other subrecipient. The filing shall be considered a request for a hearing and the agency receiving the complaint or grievance shall issue a written decision within 60 days of the official filing date. The agency receiving the complaint shall send a copy of the grievance or complaint to the respondent and notify the ACWDB or subrecipient that a complaint or grievance has been filed.

The grievance or complaint must be in writing, signed, and dated by the complainant. The agency receiving the complaint or grievance should obtain the following information for all complaints. However, the absence of any of the requested information shall not be used as a basis for dismissing the grievance or complaint.

- Full name, telephone number, and mailing address of the complainant and respondent.
- A clear and concise statement of the facts and dates describing the alleged violation.
- The provision(s) of WIOA, federal regulations, grant, or other agreements under WIOA believed to have been violated.
- Grievances or complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with WIOA law, regulation, or contract.
- The remedy sought by the complainant.

A grievance or complaint may be amended to correct technical deficiencies at any time up to the start of the hearing. Grievances or complaints may not be amended to add new issues unless the complainant withdraws and resubmits the complaint. However, the one-year period in which a grievance or complaint may be filed is not extended for grievances or complaints refiled with amendments. Grievances or complaints may be withdrawn at any time prior to the issuance of the hearing officer's decision.

3. Informal Resolution

The agency receiving the complaint or grievance shall notify the complainant and respondent of the opportunity for an informal resolution. Respondents must make a good faith effort to resolve all grievances or complaints prior to the scheduled hearing. Failure on the part of either the complainant or respondent to exert a good faith effort shall not constitute a basis for dismissing a grievance or complaint, nor shall this be considered a part of the facts to be judged during the resolution process. The agency receiving the complaint or grievance must assure that all grievances or complaints not resolved informally or not withdrawn are given a hearing, regardless of the grievance or complaint's apparent merit or lack of merit.

If a complainant and respondent are able to reach an informal resolution, a notice of resolution must be sent to the complainant and entered into the complaint file with notification provided to ACWDB. If the informal resolution leads to an impasse between the complainant and respondent, the complainant may choose to not proceed to a hearing. If this occurs, a notice of impasse must be sent to the complainant and entered into the complaint file. In the event of resolution or impasse, the agency receiving the complaint or grievance must request the complainant to provide a written withdrawal of the complaint within 10 days of receipt of the notice of resolution or impasse. Such withdrawal of a complaint must be provided to ACWDB.

4. Local Level Hearing

Hearings on any grievance or complaint shall be conducted within 30 days of the filing date of the grievance or complaint:

a. Notice of Hearing

ACWDB must notify the complainant and respondent in writing regarding the hearing at least 10 days prior to the date of the hearing – and if not involved, ACWDB must be notified. The 10-day notice period may be shortened with written consent from both parties. The notice shall be in writing and contain the following information:

- The date of the notice, name of complainant, and the name of the party against whom the grievance is filed.
- The date, time, and location of the hearing.
- A statement of the alleged violation(s). The statement must accurately reflect the content of the grievance or complaint as submitted by the complainant. However, clarifying notes may be added to assure that the grievance or complaint is addressed accurately.
- The name, address, and telephone number of the contact person issuing the notice.

b. Conduct of Hearing

An impartial hearing officer shall conduct the hearing. All members of Local Workforce Development Boards and the local Chief Elected Official(s) are considered interested parties and cannot conduct an impartial hearing. The state suggests that the agency receiving the complaint or grievance seek impartial hearing

officers from among the staff of legal offices or personnel departments of local municipalities or counties that will not be directly affected by, or will not implement the final resolution of, a specific grievance or complaint.

The hearing must be conducted in an informal manner and not be bound by strict rules of evidence. All hearings must follow any applicable procedures established by ACWDB. Both parties have the right to be represented at their own cost, present written and oral testimony under oath and arguments, call and question witnesses, and request and examine records and documents relevant to the issues. The hearing must be recorded electronically or by a court reporter.

c. Decision of Hearing

The hearing officer shall provide a written decision to the agency receiving the complaint or grievance. The hearing officer shall mail the written decision to both parties by first class mail no later than 60 days after the filing date of the grievance or complaint. The decision shall contain the following information:

- The names of the parties involved.
- A statement of the alleged violation(s) and related issues.
- A statement of the facts.
- The hearing officer's decision and reasoning.
- A statement of the corrective action or remedies for violations, if any, to be implemented.
- A notice of the right of either party to request an appeal of the decision by the State Review Panel within 10 days of the receipt of the decision.

5. Local Level Appeal

If a complainant does not receive a decision within 60 days of the filing date of the grievance or complaint, or receives an adverse decision, the complainant has the right to file an appeal with the state. See the subsection below entitled Appeals of Local Level Decisions or Requests for EDD Review.

**State Level Grievance and Complaint Resolution Procedures:**

As required under Title 20 CFR Section 683.600(d), the state must establish procedures for resolving appeals of decisions issued at the local level, grievances or complaints regarding statewide workforce programs, and grievances or complaints alleging state violations of WIOA Title I requirements.

*Remanded Local Grievances and Complaints*

Grievances or complaints filed directly with the state related to ACWDB's programs will be remanded back to ACWDB to follow the local level process. Reviews that reveal a trial issue, such as the hearing officer being an interested party, will be remanded to ACWDB for a retrial of the grievance or complaint.

*Appeals of Local Level Decisions or Requests for EDD Review*

If ACWDB has completed the local level process and an adverse decision was issued, the complainant or ACWDB may file an appeal with the state. Additionally, if ACWDB has not issued a decision within the 60-day time limit, or if there has been any incident of restraint,

coercion, or reprisal at the local level because of filing a grievance or complaint, the complainant may file a request for EDD review.

The appeal or request for EDD review must be in writing, signed, and dated by the complainant or ACWDB. The state will attempt to obtain the following information. However, the absence of any of the requested information will not be used as a basis for dismissing the appeal or request for EDD review.

- The full name, telephone number, and mailing address of the complainant and ACWDB or the agency receiving the complaint or grievance.
- A statement of the basis of the appeal or request for EDD review.
- Copies of the relevant documents, such as the complaint filed with the agency receiving the complaint or grievance and their decision, if any was received.

Appeals must be filed or postmarked within 10 days from the date on which the complainant, ACWDB, or the agency receiving the complaint or grievance received an adverse decision. Requests for EDD review must be filed or postmarked within 15 days from either of the following:

- The date on which a complainant should have received a decision regarding a locally filed complaint, which is defined as five days from the date the decision was due.
- The date on which an instance of restraint, coercion, or reprisal was alleged to have occurred as a result of filing the complaint.

To submit appeals or request for EDD review, complainants, Local Areas, or agencies receiving complaints or grievances must use one of the following methods:

By mail:

Chief, Compliance Review Office, MIC 22-M  
Employment Development Department  
P. O. Box 826880  
Sacramento, CA 94280-0001

By email:

[PACBCROIncidentReports@edd.ca.gov](mailto:PACBCROIncidentReports@edd.ca.gov)

If an evidentiary hearing was held by the ACWDB or the agency receiving the complaint or grievance, the Compliance Review Office shall request the record of the hearing from ACWDB or agency receiving the complaint and the State Review Panel shall review the record without scheduling an additional hearing. ACWDB or the agency receiving the complaint or grievance is to provide written transcripts of any audio or visual recordings of the hearings via overnight mail. Within 10 days of receipt of the grievance or complaint, the Compliance Review Office shall notify the complainant and respondent of the opportunity for an informal resolution and proceed with the informal resolution process.

If an evidentiary hearing was not held by ACWDB or the agency receiving the complaint or grievance, the Compliance Review Office shall instruct ACWDB to hold a hearing within 30 days of receipt of the appeal or request for EDD review. If ACWDB refuses to hold a hearing

within the required timeframe, the EDD shall schedule an evidentiary hearing before an impartial hearing officer within the 30-day timeframe.

#### *State Review Panel*

When an appeal of a local level decision is accepted, the State Review Panel shall not conduct a new evidentiary hearing but shall review the record established by the local level hearing. The State Review Panel shall issue a decision on the basis of the information contained within the record. The State Review Panel may accept, reject, or modify the hearing officer's recommendation, and shall issue a written decision to the concerned parties within 60 days of the EDD's receipt of the local level appeal or request for EDD review.

The State Review Panel shall send a written decision to both the complainant and the respondent. The decision shall contain the following information:

- The names of the parties involved.
- A statement of the alleged violation(s) and related issues.
- A statement of the facts.
- The State Review Panel's decision and reasoning.
- A statement of the corrective action or remedies for violations, if any, to be implemented.
- A notice of the right of either party to file an appeal with the U.S. Secretary of Labor (Secretary).

#### *Grievances and Complaints Filed Against the State*

All grievances or complaints against the state alleging noncriminal, state violations of WIOA Title I requirements, or grievances or complaints by individuals or interested parties affected by statewide workforce programs shall be filed in writing with the Chief of the Compliance Review Office. The official filing date of the grievance or complaint against the state is the date it is received by the Compliance Review Office. The filing shall be considered a request for a hearing, and a written decision will be issued within 60 days of the official filing date. The Compliance Review Office shall send a copy of the grievance or complaint to the respondent.

The grievance or complaint must be in writing, dated, and signed by the complainant. The state will attempt to obtain the following information for all complaints. However, the absence of any of the requested information will not be used as a basis for dismissing the grievance or complaint.

- Full name, telephone number, and mailing address of the complainant and respondent.
- A clear and concise statement of the facts and dates describing the alleged violation.
- The provision(s) of WIOA, federal regulations, state laws or regulation, grant, or other agreements under WIOA believed to have been violated.
- Grievances or complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with WIOA law, regulation, or contract.
- The remedy sought by the complainant.

The Chief of the Compliance Review Office or their designee shall review the grievance or complaint and notify the complainant of the opportunity for an informal resolution within 10 days of receipt. If the state cannot resolve the grievance or complaint informally, a hearing will be held.



### *EDD Hearing*

Hearings on any grievance or complaint filed against the state shall be conducted within 60 days of the filing of the grievance or complaint. The complainant shall be notified in writing of the hearing at least 10 days prior to the hearing. The hearing shall be conducted by an impartial officer. The hearing notice shall contain the following information:

- The date of the notice, name of complainant, and the name of the party against whom the grievance is filed.
- The date, time, and location of the hearing.
- A statement of the alleged violations. These statements must accurately reflect the content of the grievance or complaint as submitted by the complainant. However, clarifying notes may be added to assure that the grievance or complaint is addressed accurately.
- The name, address, and telephone number of the contact person issuing the notice.

The EDD hearing shall be conducted in an informal manner without the application of strict rules of evidence. The complainant and EDD have the right to be represented at their own cost, present written and/or oral testimony under oath and arguments, call and question witnesses, and request and examine records and documents relevant to the issues. The hearing shall be recorded either electronically or by a court reporter.

Title 22 CCR governs the responsibilities and processes of EDD administrative law judges and hearings and as such, applies to the EDD hearings and hearing officers described in this Directive. Title 22 CCR Sections 5050 through 5070 outline all applicable state laws and must be adhered to by the EDD hearing officers. Examples of subjects addressed include special hearing accommodation, electronic hearings, ex parte communications, and consolidation of similar cases. All references to “administrative law judge” hold the same meaning as “hearing officer” within these regulations.

### **Federal Level Appeal Process:**

If the State Review Panel or EDD Hearing Officer has issued an adverse decision regarding a grievance or complaint or if a decision has not been issued within 60 days of receipt of a local level appeal, request for EDD review, or grievance or complaint, the complainant may file an appeal with the Secretary. This appeal process applies to grievances and complaints that originated at the local or state level.

Appeals of an adverse decision must be filed within 60 days of receipt of the adverse decision from the State Review Panel. In cases where the State Review Panel did not issue a decision, the complainant must file an appeal within 120 days of either of the following:

- The date on which the complainant filed the appeal of a local level decision or request for EDD review with the state.
- The date on which the complainant filed the grievance or complaint with the state.

All appeals to the Secretary must be sent to the DOL National Office via certified mail with return receipts requested. A copy of the appeal must simultaneously be provided to the DOL Employment and Training Administration (ETA) Regional Administrator and the respondent. The mailing addresses for the DOL National Office and ETA Regional Administrator are included below:

DOL National Office  
Secretary of Labor  
Attn: Assistant Secretary of ETA  
U.S. Department of Labor  
200 Constitution Avenue, NW  
Washington, DC 20210

ETA Regional Administrator  
Office of Regional Administrator  
U.S. Department of Labor  
P. O. Box 193767  
San Francisco, CA 94119-3767

Grievances or complaints filed directly with the Secretary that were not previously filed with ACWDB and/or the state will be remanded to the Local Area or state, as appropriate.

The Secretary shall issue a final determination no later than 120 days after receiving the appeal.

### **Remedies**

Remedies that may be imposed for a violation of any requirement under WIOA Title I as outlined in WIOA Section 181(c)(3) shall be limited to the following:

- Suspension or termination of payments under WIOA Title I.
- Prohibition of placement of a participant with an employer that has violated any requirements under WIOA Title I.
- Reinstatement of an employee, where applicable, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges of employment.
- Other equitable relief, where appropriate.

### **ACTION:**

The effective date of this bulletin is immediately upon issuance. Please bring this Action Bulletin to the attention of all relevant staff/parties.

Please destroy any prior Grievance and Complaint Procedures established or issued by ACWDB and replace it with this new document and attached forms.

ACWDB is providing two documents as an attachment to this bulletin:

1. A Grievance Procedure Flyer (Attachment 1)  
This flyer should be amended to include the following information about the organization offering WIOA-funded services where the flyer is posted:
  - a. The name of the organization
  - b. The web address of the organization
  - c. The physical address of the organization
  - d. The phone number of the organization
  - e. Site Manager information

- i. Name
- ii. Title
- iii. Phone Number
- iv. Email address

2. A Grievance/Complaint Form (Attachment 2)

This form should be provided, upon request to any individual seeking to file a complaint or grievance, in addition to a copy of the Grievance Procedure Flyer with instructions for filing the grievance/complaint.

Technical assistance is available by calling your assigned ACWDB Program Liaison if you have questions about this notification or any of these requirements.

*Any discrepancies that arise between this policy/procedure and any updates to federal or state provisions will default to the current minimum federal and state regulations and guidance available. As policies or regulations are updated, the most current versions of bulletins will appear on our website at [www.acwdb.org](http://www.acwdb.org).*

**INFORMATION & INQUIRIES:**

For questions about the ACWDB Grievance and Complaint Procedures document or the content of this bulletin, please contact Rhonda Boykin, ACWDB Director through email at [rboykin@acgov.org](mailto:rboykin@acgov.org) or by phone at (510) 259-3844.

**ATTACHMENTS:**

Attachment 1 – Grievance Procedure Flyer

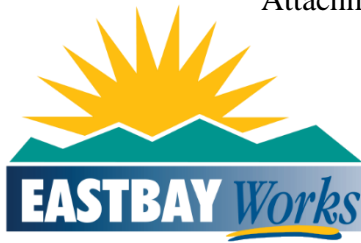
Attachment 2 – Grievance/Complaint Form

**EMPLOYMENT APPLICATION**

Please complete this form USING BLACK OR BLUE INK and write within the boxes in CAPITAL LETTERS. Mark appropriate answer boxes with a CROSS. Start at the left of each answer space and leave a gap between words.

**Personal Information**

First Name \_\_\_\_\_  
 Surname \_\_\_\_\_  
 Date of Birth \_\_\_\_\_  
 Gender ☐ Male ☐ Female  
 Phone \_\_\_\_\_  
 Mobile \_\_\_\_\_  
 Residential Address \_\_\_\_\_  
 Postcode \_\_\_\_\_  
 Fax Number \_\_\_\_\_  
 E-mail Address \_\_\_\_\_



*Workforce Innovation and Opportunity Act Programs*



## Grievance Procedures

**Center's Name**

**Web Address**

**Physical Address**

**Phone number**

This Workforce Innovation and Opportunity Act (WIOA) Program is funded by the Alameda County Workforce Development Board (ACWDB). Should you have a complaint about staff, services, or the administration of any program, you should initiate that complaint with the Site Manager. If the matter is not resolved, you have other options and certain rights that you should be aware of. The complaint or grievance procedure will vary depending on the nature of your complaint. Please review options as presented on this page and submit the appropriate documents to the appropriate organization/person. You will not be impeded or punished in any way for making a complaint. Any formal complaint should be in writing, signed by you, and include your name, address, phone number, and the details and nature of your complaint.

### Informal Inquiries or Grievances:

Name of Site Manager  
 Title of Site Manager  
 Organization Name  
 Organization Address  
 Organization Phone Number  
 Email Address for complaint

### Non-Criminal Violations of WIOA

Any complaint alleging non-criminal violations of WIOA or other applicable federal or state regulations concerning the administration of job training programs, contract or grant conditions, or ACWDB rules or policies must be filed within one year of the alleged incident to:

**Director**

**Alameda County Workforce Development Board**  
**24100 Amador Street, 6<sup>th</sup> Floor, Hayward, CA 94544**  
**ACWDB@acgov.org**

### Nondiscrimination & Equal Opportunity

Any complaint alleging discrimination on the basis of disability, race, color, age, gender, national origin, religion, political affiliation or belief, citizenship, sexual orientation, or retaliation for filing a complaint because of any of the above-listed reasons may be filed within 180 days of the alleged incident with either:

**Sheila Green, Civil Right Officer**  
**County of Alameda Social Services Agency**  
**2000 San Pablo Avenue, 4<sup>th</sup> Floor**  
**Oakland, CA 94610**  
[sheila.green@acgov.org](mailto:sheila.green@acgov.org)  
 510.891.3355  
 California Relay Service 800.735.2922 (voice)  
 800.735.2929 (TDD)

**Director of the Civil Rights Center (CRC)**  
**U.S. Department of Labor**  
**200 Constitution Avenue, NW, Room N-4123**  
**Washington DC 20210**

### Criminal Fraud, Abuse or Other Activity

Any allegations of fraud, abuse, or other criminal activity and noncriminal activity such as mis-management and gross waste in WIOA-funded programs that may originate from ACWDB staff, WIOA program operators, clients, informants, auditors, law enforcement agencies, etc. must be submitted within 24 hours of discovery to:

**Director**

**Alameda County Workforce Development Board**  
**24100 Amador Street, 6<sup>th</sup> Floor, Hayward, CA 94544**  
**ACWDB@acgov.org**

*Workforce Innovation and Opportunity Act Programs*

This WIOA Title I financially assisted program or activity is an "Equal Opportunity Employer/Program". Auxiliary aids and services are available upon request to individuals with disabilities. You have the right to receive technical assistance in filing a complaint/grievance.

**Workforce Innovation and Opportunity Act****Grievance / Complaint Form**

This Grievance Form should be completed by the complainant (with assistance from staff if such assistance is requested). This Complaint Form may be used for any form of complaint, whether it is an informal inquiry or grievance, a non-criminal violation of WIOA, a Non-discrimination & Equal Opportunity grievance, or a criminal fraud or abuse claim. This form's purpose will be to gather information relevant to the grievance – and potentially to determine the appropriate course of action depending on the nature of the complaint/grievance.

**Complainant Information:**

Name (first and last name): \_\_\_\_\_

Street Address: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email Address: \_\_\_\_\_

Date of alleged violation: \_\_\_\_\_

**Details:**

Where did the alleged violation occur: \_\_\_\_\_

Describe the situation that lead to the alleged violation: \_\_\_\_\_

What happened that prompted you to file this complaint/grievance: \_\_\_\_\_

Did any other person witness the alleged violation: \_\_\_\_\_

What is the remedy sought for resolution of this matter: \_\_\_\_\_

**Complainant's Certification:**

I hereby attest that the information provided above is a true and accurate accounting of the situation that lead to the filing of this complaint/grievance.

\_\_\_\_\_  
Complainant's printed name\_\_\_\_\_  
Complainant's signature\_\_\_\_\_  
Date

*This WIOA Title I financially assisted program or activity is an "Equal Opportunity Employer/Program". Auxiliary Aids and services are available upon request to individuals with disabilities*