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Enriching Lives Through Effective And Caring Service



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County Workforce Innovation and Opportunity Act (WIOA) Grievance and Complaint Procedures

Any participant or other interested party adversely affected by a decision or action by the Los Angeles County Local Workforce Development Area (LWDA), including decisions by an America's Job Center of California (AJCC) and service providers, has the right to file a grievance or complaint with the AJCC or with the County of Los Angeles Department of Community and Senior Services (CSS).

AJCC Grievance and Complaint Filing Procedure

For grievance or complaint filing instructions at AJCC level, please see the receptionist of the AJCC in question or contact the AJCC Grievance and Complaint Filing Officer as follows:

AJCC Grievance and Complaint Filing Officer

Attn:

Los Angeles County LWDA Grievance and Complaint Filing Procedure

WIOA grievances and complaints at the level of Los Angeles County LWDA must be filed within one (1) year of the alleged violation. Participants have the right to receive technical assistance to ensure that complaints are properly filed. Such technical assistance includes providing instructions on how to file a grievance or complaint, providing relevant copies of documents such as the *County of Los Angeles WIOA Complaint and Resolution Procedures*, and providing clarifications and interpretations of relevant provisions.

All WIOA grievances or complaints must be in writing, signed and dated by the complainant and shall contain the following:

1. Complainant's full name, telephone number, and mailing address;
2. AJCC name, address and telephone number;
3. The facts and dates describing the alleged violation; and
4. How the complainant would like the complaint to be resolved.

The complaint must be filed with: **County of Los Angeles
Community and Senior Services
3175 West Sixth Street
Los Angeles, CA 90020
Attn: WIOA Grievance Officer**

Upon receipt of any such complaint or grievance, County of Los Angeles will process the matter consistent with the *County of Los Angeles WIOA Complaint and Resolution Procedures* and will provide for an informal resolution or an administrative hearing. Any grievance or complaint that alleges a labor standards violation may be submitted to binding arbitration between the parties, if a collective bargaining agreement covering the parties to the grievance or complaint so provides. An informal resolution will commence within ten (10) working days of the date of the complaint. An administrative hearing on any grievance or complaint shall be scheduled within thirty (30) days of filing the complaint or grievance. The complainant and the respondent will be notified in writing of the hearing ten (10) days prior to the date of the hearing.

Not later than sixty (60) days after the filing of the grievance or complaint, the Hearing Officer shall mail a written decision to both parties.

Any grievance or complaint may be appealed to the State of California Employment Development Department (or other designated State Department). If no decision is reached within sixty (60) days or if either party is dissatisfied with the County of Los Angeles Hearing Officer's determination, the complainant may request a State hearing by submitting a written notice of appeal to:

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