

GRIEVANCE PROCEDURES FOR CUMBERLANDS WIOA PROGRAMS

The CWDA Grievance Procedures, is defined as an individual or organization's allegation of a violation of the Workforce Innovation and Opportunity Act; the WIOA regulation' the Commonwealth of Kentucky contract with the Cumberland Workforce Development Board and Lake Cumberland Area Development District; and LCADD contracts with its contractors. A complaint must be filed within 180 days of the alleged occurrence. This shall include fraud, criminal activity, or Equal Employment Opportunity (EEO) discrimination.

Rules and policies governing selection, participation, attendance or employment procedures of the employer or agency, applicable to regular (non-WIOA) trainees or employees, shall apply to any WIOA customer who is to be terminated by any employer or agency from a training or employment position subsidized with WIOA funds. Customer's recourse shall be the same as that available to other employees/trainees with the same employer or agency.

The following Grievance Procedure steps shall be used in handling complaints:

STEP ONE: Customer's case manager or staff's immediate supervisor attempts to resolve issues within 5 working days. If unresolved, refer to Step Two.

STEP TWO: LCADD EO officer attempts to resolve issues within 10 working days. If unresolved refer to Step Three.

STEP THREE: Impartial hearing before Cumberland Workforce Development Area EO committee will be held within 30 days of filing of complaint.

Committee issues recommendations to LCADD Executive Director within 50 days of filing of complaint.

LCADD Executive Director issues final written decision within 60 days of filing of complaint.

Complainant may appeal decision to the Directorate of Civil Rights within 30 days of the decision.

These forms can be obtained from the LCADD/WIOA and must be requested in writing to:

Cumberland Workforce Development Area
Tony Meeks, HR Director/EEO Officer
P.O. Box 1570, Russell Springs, Kentucky 42642

Failure to follow these steps and time frames may result in your complaint being dismissed.

I have been instructed as to my rights and responsibilities under the WIOA Program and do hereby acknowledge my understanding of the same. My signature also affirms that I have received my copy of the Discrimination Complaint Procedure (WIOA-3 & CWIA 1, 2 & 4).

WIOA Customer Signature

Signature of CWDA Representative

Date

WIOA Career Manager

Title

Note: Two copies will be completed. Original will be given to the participant and carbon copy will be retained by the CWIOA in the customers Central Records Unit file folder.

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