



## PROGRAMMATIC GRIEVANCE PROCEDURES

### Before You File a Grievance

The Workforce Investment Act (WIA) funded programs are designed to assist you in your preparation and search for employment. There is no cost for participating in a WIA funded program.

There may be a time when as a participant in a WIA program, you may have a grievance about the way you were treated or about an action taken by an agency that affects you.

If you feel that you were treated unfairly you should first talk your problem over with the individual if possible or their supervisor. This often can be very helpful in quickly resolving a problem. If this approach is unsuccessful and the problem remains unresolved, proceed with the formal grievance process listed below.

### To File a Formal Grievance

You may file a formal grievance if you believe your rights were violated under the Workforce Investment Act.

Your grievance must be in writing using the attached WIA Grievance Form and should include the following:

1. Your full name, address, and a phone number where you can be reached.
2. The name and address of the person(s) or organization that the grievance is against
3. A clear statement of your grievance (i.e. what happened, what date did the problem occur).
4. A statement of the resolution or satisfaction you are seeking.
5. Your grievance must be signed and dated.

**The Department of Youth and Community Development is an equal opportunity employer/program.  
Auxiliary aids and services are available upon request to individuals with disabilities.**

## **Steps To Resolve a Grievance**

- Step 1. Within **5 days** of receiving your written grievance, the WIA Grievance Officer from the Department of Youth & Community Development (DYCD) will send you a letter acknowledging receipt of your grievance.
- Step 2. Within **30 days** of receipt of your grievance, the WIA Grievance Officer from DYCD will attempt to resolve the matter informally. If there is no resolution within the initial **30 days**, a formal hearing will be scheduled to provide you with an opportunity to present your evidence. Seven days prior to the hearing, you will be informed in writing of the date, time and place that the hearing will be held. The letter will be sent to all interested parties, and will provide a summary of the issues to be addressed.
- Step 3. At the conclusion of the hearing a decision will be made and within **60 days** of the date of receipt of the original grievance, the WIA Grievance Officer from DYCD will issue a written decision. If you do not receive a written decision from DYCD within the **60 days** of the original grievance, you may request a hearing from the New York State Department of Labor (NYSDOL) WIA Hearing Officer. This request must be filed within **15 days** from the date on which you should have received the original written decision.

If you are not satisfied with the DYCD decision, you may file an appeal, within **10 days** of receipt of the DYCD written decision, with the New York State Department of Labor (NYSDOL) WIA Hearing Officer.

You may file your appeal with:

**WIA Hearing Officer  
New York State Department of Labor  
State Office Campus Building #12, Room 446  
Albany, New York 12240**

NYSDOL shall issue a decision within **30 days** of receipt of your request to issue a decision.

**Note:** NYSDOL will not process your grievance unless you file a written grievance.

The WIA Hearing Officer, acting on behalf of the Governor, has **30 days** from receipt of the appeal of the DYCD hearing decision to issue a decision. THE WIA HEARING OFFICER'S DECISION IS FINAL.

If the WIA Hearing Officer does not issue a decision within 30 days, or you are dissatisfied with the disposition of your grievance, you may ask for a Federal review by writing directly to:

**Secretary of Labor  
US department of Labor  
Attn: ASET  
Frances Perkins Building - Room 5309  
200 Constitution Avenue, NW**

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