



Higher Education Coordinating Commission Office of Workforce Investments Policy	
Subject: Non-Criminal Grievance and Complaints	
Focus:	<input checked="" type="checkbox"/> WIOA Title I <input checked="" type="checkbox"/> National DWG <input type="checkbox"/> State Grants <input type="checkbox"/> Other:
Publish Date: 05/18/2020	<input checked="" type="checkbox"/> New Policy <input type="checkbox"/> Revised Policy

## Overview

This policy describes the process by which an individual may initiate/submit a non-criminal complaint or grievance associated with Oregon's workforce system or programs.

## Policy and Procedure

The Office of Workforce Investments (OWI) is the primary entity for:

- Dealing with complaints about the statewide workforce investment programs.
- Resolving appeals from local-level complaints not resolved within 60 days or to the satisfaction of either party.
- Remanding complaints to local level entities.

Complaints of a non-criminal nature must be submitted directly to OWI via physical letter. Letters should be sent to:

Workforce Programs Director  
Office of Workforce Investments  
3225 25<sup>th</sup> Street SE  
Salem, Or 97302

All complaints must include:

- A description of the nature of the complaint, including all relevant details (location, date, etc.).
- A description of any prior efforts to resolve the complaint.
- A return mailing address.

Within 60 days of receiving a non-criminal complaint, the Office of Workforce Investments will conduct fact-finding activities and provide the complainant with an opportunity for an informal resolution/hearing.

OWI will issue resolutions/decisions within 60 days of receipt of complaint. If OWI does not render a decision within 60 days, or if any party to the decision wishes to appeal the state-level decision, appeals will be directed to the Secretary of Labor, U.S. Department of Labor.

## Contact

Questions are to be referred to [hecc.owi-workforce-policy@hecc.oregon.gov](mailto:hecc.owi-workforce-policy@hecc.oregon.gov).

## References

- WIOA Section 181(c)
- 20 CFR 683.600