



## Workforce Innovation and Opportunity Act (WIOA) Title I Guidance Letter

Subject: **Non-Criminal Grievance/Complaint Procedure**

Number/Reference: **n/a**

Review Date: **8/1/2018**

Revision # **Original**

### Overview

The purpose of this document is to provide a description of the procedure by which an individual may initiate/submit a non-criminal complaint or grievance associated with Oregon's workforce system or programs in accordance with 20 CFR 683.600(d).

### General Information

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; and
- 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  
3<sup>rd</sup> Floor, #310  
875 Union St NE  
Salem, Or 97311

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

### Action(s)

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

For more information, please contact [HECC\\_OWI\\_workforce\\_policy@oregon.gov](mailto:HECC_OWI_workforce_policy@oregon.gov)

### References

- WIOA sec. 181(c)
- 20 CFR 683.600