

## **WIOA Title I Complaint Procedure**

**Local Workforce Development Area Name:** Chenango, Delaware, Otsego Workforce Development Board, Inc.

**Designated Grievance Officer:** April Feyh

Phone: (607) 832-5776

Email: [april.feyh@co.delaware.ny.us](mailto:april.feyh@co.delaware.ny.us)

1. The process starts when a complaint/grievance is filed with the Grievance Officer. The officer must log the complaint, and review it to seek a resolution.
  - A. Note, while not required, customers are encouraged to file complaints using the Customer Complaint Information Form (Attachment C). This same form can be utilized to file complaints under the Title III Wagner-Peyser program and/or for discrimination complaints filed under Section 188 of the Workforce Innovation and Opportunity. Appropriate procedure should be followed when filing a complaint in those cases.
2. A hearing will be scheduled at least thirty (30) calendar days, but no more than forty-five (45) calendar days, from the filing of the complaint/grievance to provide the person or entity (Complainant) with an opportunity to present witnesses and other evidence.
  - A. Notice of the grievance hearing shall be in writing and include: the date, the time and place of hearing; a statement of the law and regulations under which the hearing is to be held; and a short and clear statement of the complaint/grievance.
  - B. Note that if the Grievance Officer is successful in reaching an informal resolution with the Complainant prior to the date of the scheduled hearing, the scheduled hearing will be adjourned.
3. At the Local Area level, a written decision must be issued to the Complainant by the Hearing Officer within sixty (60) calendar days of the filing of the complaint/grievance.
4. Complainants not in receipt of a written decision within sixty (60) calendar days of filing the complaint/grievance have the right to request a State Level review. Such a request must be filed within fifteen (15) calendar days from the date on which the Complainant should have received a written decision. The request for State Level Review must be filed with the State Level Grievance Officer. State level appeals must be submitted by certified mail, return receipt requested to:

State Level Grievance Officer  
New York State Department of Labor  
W. Averell Harriman State Office Building Campus  
Building 12, Room 440  
Albany, New York 12240-0001

