

Regional Program Standards

Focus: ☒ WorkSource Centers ☒ Youth Program Services ☒ Economic Opportunity Program
☒ Other: All Discretionary Grants

Topic: Grievance – WIOA Regulation and Program Related Complaints

Date: July 1, 2025

☐ New

☒ Revised

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Purpose

These Regional Program Standards implement the Portland Metro workforce development Board’s program related complaint procedures under Title I of the Workforce Innovation and Opportunity Act (WIOA).

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Notices

Written complaint procedures are to be provided to every applicant of WIOA services. Reasonable efforts must be made to ensure that the grievance procedure information is understood by customers and other individuals, including youth, and those who are limited-English speaking individuals. These efforts must comply with the language requirements of 29 CFR 38.9 regarding the provision of services and information in languages other than English. The applicant’s signature on the Application for program services acknowledges receipt of the complaint procedures. No copies of the form need to be maintained in the applicant file.

Complaint Procedures

Complaints must be reported to Worksystems Equal Opportunity Officer (EOO). Email is the preferred written process to submit a complaint however, if a complainant does not have access to email, they may submit the complaint via physical letter through US mail.

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Written complaints must include:

- The name and address of the person or organization that the complaint is against.
- 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.
- What satisfaction or resolution is being sought.
- A return mailing address if the complaint is sent via US mail.

Complaint Resolution Process

Upon receipt of a complaint, Worksystems EOO will determine if the complaint relates to a violation of the requirements of Title I of the Workforce Innovation and Opportunity Act (WIOA). If the complaint is related to a violation of WIOA Title I regulations, Worksystems' EOO will consider the complaint and issue a decision to the complainant. The decision will include notice that the complainant has the right to request a state review of the decision. The decision will be made no later than 60 days after the filing of a complaint.

State Recourse

In the event that no decision is reached within 60 days, or either party is dissatisfied with the decision, the complainant or respondent may request a review by the state. The request for state review of the decision must be submitted in writing via physical letter through US mail to:

Workforce Programs Director
Office of Workforce Investments
3225 25th Street SE
Salem, OR 97302

All complaints or appeals to the state 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 complaint or appeal, the state will conduct fact-finding activities and provide the complainant with an opportunity for an informal resolution/hearing. The state will issue resolutions/decisions within 60 days of receipt of complaint. If the state 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.

Federal Recourse

Appeals to the Secretary of Labor must be filed within 60 days of the receipt of the decision being appealed. The request for appeal must be submitted by certified mail, return receipt to:

Attention: ASET
Secretary, U.S. Department of Labor
200 Constitution Avenue NW
Washington DC, 20210

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A copy of the appeal must be simultaneously provided to the opposing party and:

ETA Regional Administration – Region 6

U.S. Department of Labor

Office of Regional Administrator

P.O. Box 193767

San Francisco, CA 94119-3767

WorkSource Partners

When the complaint relates to a program or service delivered by a separate agency or organization within a WorkSource Center, the Worksystems EOO will refer the complainant to the designated contact for that agency. Worksystems EOO must provide written notice to the complainant that the complaint was referred to another agency or organization for resolution.

Complaints Concerning Alleged Labor Standards Violations

For complaints alleging labor standards violations by a subrecipient, the subrecipient should include the appropriate Human Resources contact in the resolution discussions, follow subrecipient personnel policies, procedures and any applicable collective bargaining agreements. If resolution cannot be found through the subrecipient process, employees must have the opportunity to submit the grievance to binding arbitration (if a collective bargaining agreement covering the parties to the grievance so provides, as applicable). Written notice must be provided to the EOO when the grievance has been resolved or closed.

Reference

WIOA Section 181(c)

20 CFR 683.600

29 CFR 38.9