

**ARIZONA@WORK-YUMA COUNTY
WIOA ADMINISTRATION
PROGRAMMATIC PROBLEM RESOLUTION PROCEDURE**

The Workforce Innovation Opportunity Act (WIOA) provides that applicants, participants, employees, subgrantees, subcontractors, and other interested parties may file a complaint or grievance; if they believe that the ACT, regulations, grant, and/or other agreements under the ACT have been violated. Should an individual or organization wish to file a complaint, the following procedure shall be followed.

- A.** Complaints relating to non-discrimination and non-criminal shall be filed with the ARIZONA@WORK-Yuma County; complaints must be filed within one year of the alleged violation. Such complaints may be filed directly with the local area Equal Opportunity Officer listed below:

Adriana McBride
Equal Opportunity Officer
3834 W 16th Street
Yuma, AZ 85364
(928) 329-0990 ext.1711
Fax: (928) 782-9905
TTY: (928) 329-6466
amcbride@ypic.com

- B.** The complaint must be written, dated and signed and contain the following:

1. Full name, telephone number (if any) and address of the person filing the complaint;
2. Full name, address of the respondent against whom the complaint is made;
3. A clear and concise statement of the facts including pertinent dates, constituting the alleged violation.

- C.** Upon receipt of the complaint, an investigation will take place and informal resolution will be attempted where practical. If the issues are not resolved through the informal conference, an impartial public hearing will be held upon the request of the complainant. Such hearing shall be scheduled within 30 days of the filing of the complaint. The hearing officer will issue a determination of the case within 60 days of complaint. If complainant does not receive a decision within 60 days, or receives a decision unsatisfactory to the complainant, the complainant may request a review of the complaint by the ARIZONA@WORK-Yuma County. The request of review shall be filed within ten days from the date on which the complainant should have received a decision or received and adverse decision.

All participants who are employees (i.e. on the job training participants) and wish to file a complaint which relates to the terms and conditions of their employment shall utilize the complaint procedures of the employer for whom they work. Employers shall inform participants of the procedures they are to follow.

The employer's system shall provide for, upon request by complainant, a review of the employer's decision by ARIZONA@WORK-Yuma County. Such requests for review must be submitted in writing within ten days of the employer's decision.