



## Program Complaint Form

You have the right to file a program complaint if you believe the rules of the Workforce Innovation and Opportunity Act (WIOA) have been violated, and/or you believe you have a grievance related to your employment or training under this program. To ensure that program complaints are appropriately documented and handled as efficiently and fairly as possible, it is necessary that your program complaint be in writing and filed within 180 days of the incident.

Program Complaints should be mailed to:

South Central Workforce  
Attention: Program Complaint Coordinator  
1205 Ahtanum Ridge Dr., Suite B  
Union Gap, WA 98903

South Central Workforce (SCW) will contact you within ten (10) days of receiving your program complaint to acknowledge receipt and verify the alleged violation or dispute. If your program complaint is not undertaken, you will be notified and provided with a written explanation. If your program complaint is out of SCW's jurisdiction, you will be notified and referred to the appropriate agency. If your program complaint is undertaken, an informal conference may be held to resolve the issue. If you believe that your program complaint is not resolved during the informal conference, you have the right to request a formal hearing. Upon written request, a formal hearing will be held, before an impartial hearing officer, within sixty (60) days of filing your program complaint. You will be notified in writing at least fifteen (15) days prior to the scheduled hearing of the date, time, and location of the hearing. A decision will be rendered within sixty (60) days of filing your program complaint. If you are not satisfied with the decision, you may send a written, signed appeal to the State of Washington via e-mail to [WCDDPolicy@esd.wa.gov](mailto:WCDDPolicy@esd.wa.gov) or by mail at:

Workforce Career Development Division  
Employment Security Department  
P.O. Box 9046  
Olympia, WA 98507-9046

If you have questions about your rights and responsibilities with regard to filing program complaints or if you need assistance in filing a program complaint, please contact the Program Complaint Coordinator at 574-1950 or 1-800-572-7354 (ext. 1950).

Sincerely,

A handwritten signature in blue ink that reads "Amy M. Martinez".

Amy M. Martinez, CEO