COMPLAINTS AND GRIEVANCES FORM

Dear WIOA Applicant and Participant:

You have the right to file a complaint if you feel you have a complaint relating to your employment or training and will not be penalized for filing a complaint. Your complaint must contain sufficient information for us to determine who is authorized to handle the complaint.

To file a complaint, contact the Program Complaint Coordinator and tell them that you want to file a complaint. The coordinator will provide you with the necessary information and assistance to put your complaint in writing. Within 25 calendar days of filing the complaint, a solution will be offered to resolve the matter. If you feel that your complaint is not resolved during this initial resolution effort, a hearing will be scheduled.

A hearing will be provided within 60 days of receipt of the complaint unless the complaint is resolved before the hearing date. The following information will be provided to you before the hearing date:

- The date of the notice, the name of the complainant, and the name of the party against whom the complaint is filed.
- The date, time, and place of the hearing.
- A statement of the alleged violations.
- The name, address, and telephone number of the contact person issuing the notice.

A hearing decision will be provided within 60 days of filing your complaint unless the complaint is resolved without a hearing. If you are not satisfied with the final decision, or if a decision has not been reached within the 60-day timeframe, you may send a written and signed notice of appeal via email or mail to:

ESDGPStateComplaintOfficer@esd.wa.gov or;

Attention: Complaint Officer

Employment Security Department
P.O. Box 9046
Olympia, WA 98507-9046

Applicant Signature _____ Date _____