



Grievance and Complaint Procedure

What to do if you believe the Humboldt County Workforce Development Board (HC-WDB), one of its providers of services or any staff person has violated any provision of the Workforce Innovation and Opportunity Act (WIOA), state directives, or local policies and directives.

Individuals wishing to file a complaint regarding an action, policy or treatment that impacts their participation in a HC-WDB program are encouraged to contact either their WIOA program operator, case worker or vocational counselor to attempt to resolve the complaint informally through the recipient's own grievance process. HC-WDB shall be given immediate notice of any such complaint filed with the recipient that is being addressed. However, if the informal process does not resolve the complaint, individuals will have the right to file a formal complaint and be heard by the Humboldt Equal Opportunity (EO) Officer.

Your written complaint should include the following:

- Full name, telephone number, and mailing address of the complainant;
- Full name, telephone number, and mailing address of the respondent;
- A clear and concise statement of the facts and dates describing the alleged violation;
- The provisions of the WIOA, the WIOA regulations, grant or other agreements under the WIOA, believed to have been violated;
- Grievances or complaints against individuals, including staff or participants, shall indicate how those individuals did not comply with the WIOA law, regulation, or contract; and
- The remedy sought by the complainant.

To file a written complaint locally, mail to:

County of Humboldt
Human Resources Director
825 5th Street
Eureka, CA 95501

The HC-WDB and its providers of services staff are required to help you with your complaint, if you request assistance. You are entitled to receive a copy of the HC-WDB Grievance and Complaint policy.

The Humboldt EO Officer will assist with an informal resolution. If an informal resolution cannot be reached, a hearing will be scheduled. Hearings on any grievance or complaint shall be conducted within 30 days of filing of a grievance or complaint. The complainant and the respondent must be notified in writing of the hearing 10 days prior to the date of the hearing.

Not later than 60 days after the filing of the grievance or complaint, the hearing officer shall mail a written decision to both parties by first class mail.

If a complainant does not receive a decision at the Humboldt EO Officer level within 60 days of the filing of the grievance or complaint, or receives an adverse or unsatisfactory decision, the complainant then has the right to file an appeal with the State.

The complainant may request a State hearing by submitting a written notice of appeal to:

Chief, Compliance Review Division, MIC 22-M
Employment Development Department
PO Box 826880
Sacramento, CA 94280-0001

Any person filing a complaint shall not be subject to restraint, coercion, reprisal, or discrimination by any HC-WDB or recipient staff. Complainants have the right to withdraw their complaints (in writing) at any time prior to the hearing. A complaint can be amended to correct technical deficiencies, but not to add issues.

I hereby certify that I have received and read this information on the HC-WDB Grievance and Complaint policy.

Applicants Signature: _____ Date: _____

Signature of Parent/Guardian (if applicant is under 18): _____

WIOA Title I programs are equal opportunity employer/programs and auxiliary aids and services are available upon request to individuals with disabilities.