

WRTP | BIG STEP

GRIEVANCE PROCEDURE

This Wisconsin Regional Training Partnership (WRTP/BIG STEP) Grievance Procedure applies to all programs administered by WRTP/BIG STEP.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) requires grantees to establish and maintain complaint/grievance and appeal procedures that conform to WIOA and other applicable federal and state requirements. In accordance with those requirements, WRTP/BIG STEP has established a grievance procedure applicable to all WRTP/BIG STEP staff, program applicants and participants, and program operators. These are the procedures to use to resolve complaints/grievances and appeals regarding alleged violations of DWD grants, its related regulations, applicable Wisconsin statutes, other applicable federal or state requirements, the provisions of this document or the terms of a DWD grant agreement. WIOA Sections 181(c) and 188 are the applicable statutory citations.

ACCEPTANCE OF COMPLAINTS

Program operators are required to accept complaints from staff, applicants and participants of WRTP/BIG STEP programs according to established grievance procedures. Complaints that should be directly filed with WRTP/BIG STEP include:

- WRTP/BIG STEP staff complaints
- Issues involving WRTP/BIG STEP operations
- Complaints alleging discrimination (may also be sent directly to the agencies listed below bypassing WRTP/BIG STEP)

WRTP/BIG STEP is an Equal Opportunity Employer and Service Provider. Auxiliary aids and services are available upon request to individuals with disabilities. If you need this information interpreted to a language you understand or in a different format, please contact Matt Waltz at 414-342-9787 or mwaltz@wrtp.org. Callers who are deaf or hearing or speech-impaired may reach us at Wisconsin Relay Number 711.

IMPORTANT! This document contains important information about your rights, responsibilities and/or benefits. It is critical that you understand the information in this document, and we will provide the information in your preferred language at no cost to you. Call (414) 342-9787 for assistance in the translation and understanding of the information in this document.

¡IMPORTANTE! Este documento contiene información importante sobre sus derechos, responsabilidades y/o beneficios. Es importante que usted entienda la información en este documento. Nosotros le podemos ofrecer la información en el idioma de su preferencia sin costo alguno para usted. Llame al (414) 342-9787 para pedir asistencia en traducir y entender la información en este documento.

TSEEM CEEB! Daim ntawv no muaj ib cov lus tseem ceeb qhia paub txog koj cov cai, cov luag hauj lwm thiab/los yog cov kev pab. Nws yog ib qho tseem ceeb uas koj yuav tau to taub cov lus hauv daim ntawv no, thiab peb yuav muab tau cov lus no txhais ua koj hom lus yam koj tsis tau them nyiaj dab tsi. Hu rau (414) 342-9787 yog xav tau kev pab kom muab cov lus nyob hauv daim ntawv no txhais rau koj kom koj to taub

(414) 342-9787 | WRTP.ORG

3841 W WISCONSIN AVENUE | MILWAUKEE, WI 53208

WRTP | BIG STEP

Complaints that include alleged discrimination may also be submitted to, or submitted directly to:

Equal Opportunity Officer
Wisconsin Dept. of Workforce Development
201 East Washington Avenue, Room G100
P.O. Box 7972
Madison, WI 53707
(608) 266-6889 (voice)
(866) 275-1165 (TTY)
Director – Civil Rights Center (CRC)

OR

ATTN: Office of External Enforcement
U.S. Department of Labor
Room N-4123
200 Constitution Avenue NW
Washington, D.C. 20210

Complaints that include alleged incidents of discrimination, which are submitted to one of the agencies named above, may also be cross-filed with the Equal Rights Division (ERD) of the Wisconsin Department of Workforce Development (WI DWD). Complaints that include alleged incidents of discrimination under the Wisconsin Fair Employment Statutes must be filed with the ERD:

Equal Rights Division
819 N Sixth Street – Room 255
Milwaukee, WI 53203
(414) 227-4384 (voice)
(414) 227-4081 (TTY)

Complaints Alleging Incidents of Fraud and Abuse Violations of DWD-Funded Programs shall be filed by completing an Incident Report form and submitting it to the DWD according to the procedures on the back of the form. You may request a Wisconsin WIOA Fraud and Abuse Incident Report from the Complaint Officer. If you fear reprisal or that your position may be compromised you may contact the Federal Office of Inspector General Hotline toll-free (800) 347-3756 or you may call DWD, Equal Opportunity, at (608) 266-6889 or (TTY) (866) 275-1165.

LIMITATIONS

Except for allegations of fraud and abuse violations, complaints alleging noncriminal violations other than discrimination must be filed within one year of occurrence. Discrimination complaints must be filed within 180 days of the alleged occurrence. Complaints alleging a violation of The State of Wisconsin's Fair Employment Statute, 111.31-111.395, Stats., regarding discrimination must be filed within 300 days after the alleged discrimination occurred. Complaints filed after this time period will not be accepted.

AMENDMENTS

Written amendments that are related in law and in fact to the original complaint will be permitted up to the day of resolution. Written amendments concerning harassment due to the filing of the pending formal complaint may be included in the request for hearing. Amendments not related in law and in fact to the original complaint and amendments that substantially change the nature and scope of the complaint will be deemed new complaints.

WRTP | BIG STEP

JOINDER AND CLASS ACTIONS

Each individual is entitled to a fair hearing. However, joinder and class actions will not be allowed, except in the rare circumstances where the WRTP/BIG STEP Chief Executive Officer (CEO) determines that several complaints share the same operative fact situation and the same question of law, and that it would be in the interest of efficiency to grant a joint or class hearing. Failure of the CEO to join shall not be actionable grounds for complaint.

REQUIREMENTS

WRTP/BIG STEP shall:

1. Post their grievance procedure in a prominent place and ensure all program staff, applicants and participants are made aware of their rights regarding complaints, appeals, and hearings.
2. Retain on file a sample notice of the grievance procedure which may be modified to meet individual program operations.
3. Have participants sign and date a notice of rights and benefits and retain a copy of that notice in the participant's file. As an alternative, a staff person may give the participant the notice of rights and benefits and sign and date the receipt on the participant's behalf.
4. Ensure that any employer of a WIOA participant has an established grievance procedure, and that WIOA participants are made aware of their rights regarding complaints with an employer.
5. Program operators shall retain all records pertaining to a complaint for a period of three years, or beyond three years if the complaint is not resolved or is under audit or investigation.
6. During new employee orientation provide employee with a copy of WRTP/BIG STEP's grievance procedure.

PROCEDURES FOR COMPLAINTS ALLEGING NONCRIMINAL VIOLATIONS OTHER THAN DISCRIMINATION

FILING OF A COMPLAINT

Steps one, two, and three, below, shall take place at WRTP/BIG STEP if the complaint is filed by staff, applicant, or participant, and must be addressed within 12 calendar days from the filing of a written complaint, as WRTP/BIG STEP is required to grant a hearing within 30 days of the filing of a complaint. In the event of a complaint being filed directly with Employ Milwaukee, step one begins at Employ Milwaukee. Program participants must be provided a statement of Rights and Benefits that incorporates this procedure.

WRTP | BIG STEP

STEPS	TIMETABLE
File Written Complaint	Day one
Investigation	Through day 12
Informal Resolution	Through day 12
Request for Hearing	No later than day 15
Hearing	No later than day 30
Final Local Decision	No later than day 60

1. SUBMISSION OF THE WRITTEN COMPLAINT

- Every complaint must be filed in writing and shall be sufficiently accurate and complete to be evaluated on its own merit.
- The following information should be included whenever a complaint is filed:
 - The full name, telephone number, and address of the complainant;
 - The full name and address of the respondent against whom the complaint is being made;
 - A clear and concise statement of the facts, including pertinent dates, stating the alleged violation;
 - Provision of WIOA or other program regulations, if known, which the complainant believes was violated;
 - A statement disclosing whether the complaint has been cross-filed with any other jurisdiction and whether these other proceedings have been commenced or concluded, including dates, authorities, and other pertinent information; and
 - A statement of the resolution which the complainant seeks.
- The respondent shall acknowledge receipt of a complaint in writing within 5 working days.

2. INVESTIGATION

- The Complaint Officer must investigate the complaint to determine both the complainant's and respondent's version of the facts and to determine which provision of the law, program regulations, or contract apply. If a complaint is filed by an EMPLOY MILWAUKEE staff person, the President & CEO is responsible for the investigation and informal resolution process.
- The Complaint Officer prepares a written report on his or her investigation giving both the complainant and respondent a copy.
- The complainant is notified, in writing, that the investigation has been completed.

3. INFORMAL RESOLUTION

- Complainants must be offered an opportunity to informally resolve their complaints.
- The Complaint Officer conducts a fact-finding appointment, which is a meeting between the complainant, the respondent, and the Complaint Officer seeking to settle the complaint through informal channels. The informal resolution is strongly recommended but is not required as a prerequisite to request a fair hearing.

(414) 342-9787 | WRTP.ORG

3841 W WISCONSIN AVENUE | MILWAUKEE, WI 53208

WRTP | BIG STEP

- The complainant is notified, in writing, of the right to request a hearing from WRTP/BIG STEP within three days of the fact-finding appointment if no settlement has been reached.
 - If a settlement has been reached on any or all issues raised by the complainant, a Settlement Agreement will be executed.

4. REQUEST FOR HEARING

- If the complainant has exhausted the WRTP/BIG STEP's complaint process and is not satisfied, then the complainant has the right to request a hearing from WRTP/BIG STEP. This request must take place within three days of the fact-finding appointment (no later than 15 days from the filing of the written complaint). The hearing request is to be addressed to: Matt Waltz, WRTP/BIG STEP, 3841 W Wisconsin Ave, Milwaukee, WI 53208.
- The request for a hearing must include a copy of the complaint and the reasons the complainant is not satisfied with the informal resolution process.
- Upon receipt of the complaint, WRTP/BIG STEP will investigate, prepare a report of facts, schedule a Grievance Committee hearing (no later than 30 days from filing date), and notify all parties.
- The Grievance Committee will review the staff's report, which identifies pertinent issues, and formulate appropriate questions for the hearing.

5. HEARING

- In attendance should be the complainant, his/her representative and witnesses; the respondent, his/her representatives and witnesses; WRTP/BIG STEP staff and the members of WRTP/BIG STEP Grievance Committee.
- The hearing is open to the public and will be recorded by staff.
- The complainant will present his/her case and the respondent or representative responds accordingly.
- All evidence is presented in writing or through witnesses.

6. FINAL LOCAL DETERMINATION

- The Grievance Committee examines the evidence, laws, regulations, and policies relevant to the case.
- Using a consensus-based approach, the Committee issues a written decision to the complainant and respondent within 30 days of the hearing and no later than 60 days from the date the complaint was filed.
- The parties are informed of their right to appeal to the State of Wisconsin, DWD/DET within the following time period:
 - Ten calendar days after the complainant received the decision; or
 - If the complainant did not receive a decision, the complainant must file the appeal within 15 calendar days after the decision was due.

(414) 342-9787 | WRTP.ORG

3841 W WISCONSIN AVENUE | MILWAUKEE, WI 53208

WRTP | BIG STEP

PROCEDURES FOR COMPLAINTS OF DISCRIMINATION

FILING DEADLINE

Complaints must be filed within 180 days after the alleged discrimination occurred. An extension may be granted for good cause by the Director of the Directorate of Civil Rights (DCR). Any extension is for the administrative convenience of the Directorate and does not create a defense for the respondent.

WHERE TO FILE A COMPLAINT

Equal Opportunity Officer
Wisconsin Dept. of Workforce Development
201 East Washington Avenue, Room G100
P.O. Box 7972
Madison, WI 53707
(608) 266-6889 (voice)
(866) 275-1165 (TTY)
Director – Civil Rights Center (CRC)

OR

ATTN: Office of External Enforcement
U.S. Department of Labor
Room N-4123
200 Constitution Avenue NW
Washington, D.C. 20210

AND/OR

Elizabeth Jankowski
WRTP/BIG STEP
3841 W Wisconsin Ave
Milwaukee, WI 53208

Any person who elects to file a complaint with DWD-Division of Employment and Training (DET), shall allow DET 90 calendar days to process the complaint.

DET and WRTP/BIG STEP allow any party to a discrimination complaint to request Alternative Dispute Resolution (ADR) or mediation of their complaint. ADR allows disputes to be resolved in a less adversarial manner and is totally voluntary. The complainant may file a complaint with the Director/CRC within thirty (30) days, should ADR fail to provide a satisfactory resolution of the complaint. The Equal Rights Division of DWD will provide ADR or mediation for the parties requesting this method of resolving discrimination complaints.

If by the end of 90 calendar days DET has not completed processing the complaint, has failed to notify the complainant of the resolution or has offered a resolution not acceptable to the complainant, including ADR, the complainant may after the ninety (90) calendar days have passed, file a complaint with the Director/CRC by completing and submitting CRC's Complaint Information and Privacy Act Consent Forms. The complaint must be filed no later than thirty (30) calendar days after DET has issued a final decision or ninety days have passed. In any event the complaint must be filed with CRC no more than one hundred twenty (120) days after the complaint was initially filed.

(414) 342-9787 | WRTP.ORG

3841 W WISCONSIN AVENUE | MILWAUKEE, WI 53208

WRTP | BIG STEP

A discrimination complaint may be cross-filed with the Equal Rights Division (ERD) of the Wisconsin Department of Workforce Development (WI DWD). If the discrimination is based on the Wisconsin Fair Employment Statutes, it must be filed with the ERD within 300 days after the alleged discrimination took place. It is important to note that the Wisconsin Fair Employment Statutes recognize protected classes in addition to those covered by federal Civil Rights Statutes, such as marital status, sexual orientation, source of income, etc. To file your complaint with the ERD, contact:

WI DWD Equal Rights Division 819 N Sixth Street – Room 255
Milwaukee, WI 53203
(414) 227-4384 (voice)
(414) 227-4081 (TTY)

DISCRIMINATION BASED ON STATE FAIR EMPLOYMENT STATUTES

Complaints alleging a violation of Fair Employment, s. 111.31-111.395, Stats., regarding discrimination must be filed with the DWD-ERD within 300 days after the alleged discrimination took place. Complaints filed with DOLDCR may be cross filed with the state DWD-ERD. Complaints filed with DWD-ERD must be filed using ERD Discrimination Complaint Form.

PROCEDURES FOR REPORTING FRAUD, PROGRAM ABUSE, AND CRIMINAL CONDUCT

Reporting procedures are provided at www.oig.dol.gov.

The Department of Labor, in conjunction with the Office of Inspector General (OIG), has established a nationwide system to report any suspected or actual incident of fraud and/or program abuse. Under this system, the following procedures will apply.

Individuals who become aware of any allegation or complaint/grievance about possible fraud, misfeasance, nonfeasance, or malfeasance, misapplication of funds, gross mismanagement and employee or participant misconduct involving DET grant programs or operations should report that information as follows:

1. Staff of WRTP/BIG STEP or members of the public may report suspected incidents of fraud and abuse either to the local WDA Administrative Entity or to DET.
2. It is not the intent of the DOL or DET to limit use of the Incident Report to elicit information only after an act or allegation has already been determined legally prosecutable. On the contrary, any act which raises questions concerning possible illegal expenditures or other unlawful activity should be reported immediately.

Complainants who fear that their positions will be compromised if they submit information through the WDA/DET reporting system may send an Incident Report directly to:

Office of Inspector General U.S. Department of Labor
200 Constitution Avenue, N.W. Room S-5506
Washington, D.C. 20210

(414) 342-9787 | WRTP.ORG
3841 W WISCONSIN AVENUE | MILWAUKEE, WI 53208

WRTP | BIG STEP

or telephone OIG's hotline that is maintained for public use by individuals who want to report a suspected wrongdoing. The toll-free number is (800) 347-3756. The OIG is required to respond to hotline referrals within 30 days.

The identity of individuals who provide information will not be disclosed unless they consent or the OIG determines that disclosure is unavoidable during the course of an investigation. The DOL prohibits reprisal against any employee who discloses information about wrongdoing or makes a valid complaint/grievance. Wisconsin's "Whistle Blower Law" provides similar protection for most state employees (230.80-230.89, Stats. & 895.65, Stats.)



(414) 342-9787 | WRTP.ORG

3841 W WISCONSIN AVENUE | MILWAUKEE, WI 53208