



## Workforce Innovation and Opportunity Act (WIOA) Policies and Procedures

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### Discrimination Complaint Process Policy

**POLICY NUMBER:** P-1015

**RELEASE DATE:** June 11, 2021

**SUPERSEDES:** Customer Complaint and Concern Resolution Policy, #3001, effective July 1, 2015

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#### **PURPOSE**

To establish minimum requirements and provide procedural guidance to sub-recipients and providers of Workforce Innovation and Opportunity Act (WIOA) Title I grants and partners within the WorkSource Pierce One-Stop System regarding the processing of discrimination complaints, including the development, maintenance, and implementation of local-level discrimination complaint procedures.

All grant recipients and program providers under Title I of WIOA are responsible for complying with this policy and the [WorkSource Discrimination Complaint Processing Handbook](#), available on WorkForce Central's website at <https://workforce-central.org/about/policies/>.

#### **BACKGROUND**

Federal laws and regulations require procedures for handling complaints alleging violations of nondiscrimination laws. This policy provides standard expectations for processing discrimination complaints with the WorkSource Pierce One-Stop System.

Policies and procedures specific to *programmatic complaints* are found in WorkForce Central's [Program Concern & Complaint Resolution Policy and Handbook](#).

#### **POLICY**

##### **WorkForce Central's Oversight of the Discrimination Complaint System**

In its oversight capacity, WorkForce Central must maintain a local policy that:

- Establishes that WorkForce Central's Equal Opportunity (EO) Officer is delegated the responsibility of tracking and processing all local discrimination complaints.
- Includes the minimum discrimination complaint processing requirements contained in the attached [WorkSource Pierce Discrimination Complaint Processing Handbook](#).
- Establishes a system to log and track discrimination complaints.

##### **Complaint Jurisdiction**

All partners located in the WorkSource Pierce system are responsible for the outcomes of complaints that fall within their jurisdiction. Determinations of jurisdiction will be made based on the specific funding stream that supports the function tied to the complaint allegations, not based on associations other than funding sources.

If a discrimination complaint is filed that contains allegations against individuals, WorkSource centers, etc. that are in more than one local workforce development area, the WorkForce Central EO Officer may collaborate with their counterpart in the other local workforce development area or with the State-Level EO officer to process the complaint.

## REFERENCES

- [29 CFR Part 38](#)
- [RCW 49.60](#)

## APPROVED



Katie Condit (Jun 11, 2021 13:50 PDT) Jun 11, 2021

Katie Condit, WFC CEO Date

### EQUAL OPPORTUNITY - EQUAL ACCESS

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Auxiliary aids and services are available upon request for individuals with disabilities. Washington Relay Service – 711.