

WIOA SUMMARY OF RIGHTS AND PROGRAM COMPLAINT PROCEDURES

RIGHTS

You have the right to file a program 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.

FILING A PROGRAM COMPLAINT

To file a program complaint, contact a local staff person and tell them that you want to file a complaint. Local staff will provide you with the necessary information and assistance to put your complaint in writing. Within 25 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.

INFORMATION REGARDING HEARINGS

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

- The date of the notice, 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.

DECISION AND APPEAL PROCESS

A hearing decision will be provided within 60 days of filing your program 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 e-mail or mail to:

ESDGPStateComplaintOfficer@esd.wa.gov

or

Attention: Complaint Officer
Employment Security Department
PO Box 9046
Olympia, WA 98507-9046

Applicant Signature

Date

EQUAL OPPORTUNITY - EQUAL ACCESS

WorkForce Central is an equal opportunity employer/program.
Auxiliary aids and services are available upon request for individuals with disabilities.
Washington Relay Service – 711.