



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

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 [Policy Library](#).

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 available on WorkForce Central's [Policy Library](#).

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 accompanying WorkSource Pierce Discrimination Complaint Processing Handbook available on WorkForce Central's [Policy Library](#).
- 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, WFC CEO

June 11, 2021

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.