



WorkSource System Policies

WorkSource Pierce Partner Dispute Resolution Policy

POLICY #:	<i>WS-6003, Rev. 1</i>
EFFECTIVE:	<i>March 25, 2025</i>
SUPERSEDES:	<i>Dispute Resolution and Appeals, #ADM-3011, released November 3, 2022</i>

PURPOSE:

The purpose of this policy is to provide guidance for dispute resolution and appeals arising from general disagreements between partners of the WorkSource Pierce One-Stop system.

Revisions to this policy include:

- Updated policy title to better align with the intent of the policy.
- Moved the policy from the *Administrative Policy* category to the *WorkSource System Policy* category due to the nature of the policy.
- Clarification of WorkForce Central's role in resolving disputes among WorkSource Pierce system partners.
- Alignment with ESD Policy 1025 – *One-Stop System Dispute Resolution and Appeals*.
- Non-substantial edits for clarity.

BACKGROUND:

The Workforce Innovation and Opportunity Act (WIOA), Section 181(c) delegates responsibility to WorkForce Central the issuance of a dispute resolution policy to address disagreements that may arise between partners of the WorkSource Pierce System. The development of dispute resolution policies is further described in 20 CFR Subpart F – *Grievance Procedures, Complaints, and State Appeals Processes* and ESD Policy 1025 – *One-Stop System Dispute Resolution and Appeals*.

POLICY:

Disputes among partners of the WorkSource Pierce system must first be negotiated between the disagreeing partners. Decisions resulting from the dispute and subsequent resolution must be documented. If agreement between the partner organizations cannot be reached, the parties may consult with WorkForce Central for informal mediation. Disputants must provide WorkForce Central written notice of their disagreement (email info@workforce-central.org), attempts to reach agreement, and desired outcomes. WorkForce Central may, within 14 business days of



receipt of the request for mediation, schedule an in-person or virtual informal hearing with the disputing parties. WorkForce Central will provide the parties a written recommendation within 30 business days of the informal mediation.

Allegations of labor standards violation should be submitted through binding arbitration, if a collective bargaining agreement covering the parties to the grievance so provides.

If WorkForce Central is one of the parties to the dispute, or if the parties cannot reach agreement after mediation with WorkForce Central, the parties may appeal to the State Workforce Training and Education Coordinating Board (WTECB) for resolution. Depending on the issues needing resolved, the WTECB, as representative of the Governor, may consult with appropriate local Chief Elected Officials. WTECB decisions will be issued within 60 calendar days of receiving appeals.

Unresolved local disputes involving Memoranda of Understanding (MOU) and Infrastructure Funding Agreements (IFA) that are elevated to the State for resolution need to follow the procedures outlined in WorkSource System Policy 1013 (current revision) and WorkSource System Policy 1024 (current revision), respectively, located on the State's [Workforce Professionals Center Policy Library](#).

If one or more of the parties to the dispute is dissatisfied with WTECB's decision, the decision can be appealed to the U.S. Department of Labor as described in WIOA Section 181(c).

REFERENCES:

- WIOA Sec. 181(c)
- 20 CFR 683.600
- ESD Policy 1025 (current revision) – *One-Stop System Dispute Resolution and Appeals*

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