



PARTICIPANT RIGHTS AND GRIEVANCE PROCEDURES

As a participant in a federally funded program, you are guaranteed certain rights by law. You should receive the same fair and equal treatment as any other person participating in a similar work or training situation. If you feel your rights to equal employment are being denied, you are encouraged to discuss this with your immediate Case Manager or Program Instructor. In particular, you should immediately report any discriminatory action taken against you on the basis of your race, creed, color, national origin, sex, religion, age, political affiliation or belief or handicap.

If, after you have done this, you do not feel the situation has been corrected, you should contact the EO/AA Officer of the Chester County Department of Community Development, the local Workforce Development Area Office at (610) 344-6900. The EO/AA Officer will review the situation and, if necessary, assist you in filing a formal grievance. In the event that you don't feel comfortable contacting the EO/AA Officer, you should contact your Program Instructor, DCD Case Manager, CAO Caseworker or the DCD Deputy Director for further assistance.

Complaint and Grievance Procedure

Within one year (except for fraud or criminal activity) from the alleged commission of a violation (180 days for complaints alleging discrimination because of a handicap), any WIOA or TANF Program Participant, staff member, subcontractor, or other interested party shall have the right to file a complaint with the DCD and receive fair and impartial processing of the complaint, according to the following procedures:

Filing of Complaints: Any aggrieved party shall first be required to meet with the designated representative of the subcontractor, their Case Manager, CAO Caseworker, or Program Instructor.

If this fails to resolve the issue, within five days, the complainant shall submit the complaint in writing to the DCD, to the attention of the AA/EO Officer or Deputy Director and request an informal conference. *At a minimum the written complaint should include:*

- the name and address of the complainant,
- the name and address of the person/agency charged with the violation,
- the reason for the complaint, and

-the date and time of the violation.

Within forty-eight (48) hours of the receipt of a written complaint, the EO/AA Officer will inform the person(s) or agency charged, of the receipt of the complaint.

Opportunity For An Informal Conference: Within ten (10) days of the receipt of the written request for an informal conference, the AA/EO Officer will convene the conference. During this meeting the AA/EO Officer will attempt to resolve the issue informally. The AA/EO Officer's findings will be submitted to the complainant no later than ten (10) days following the conference.

Opportunity For A Hearing: If the complainant is not satisfied with the results of the informal conference, he/she must inform the AA/EO Officer (within five (5) days of receiving the AA/EO Officer's findings), and may request a hearing, (to be held within thirty (30) days from the date the complaint was filed), before an impartial judge, to be appointed by the DCD. Those individuals involved will be notified in writing of the date, time and place of the hearing. Both parties may utilize legal counsel and may produce appropriate witnesses and records. Within sixty (60) days of the filing of the complaint, a written decision will be issued by the hearing officer.

Notice Of Recourse: If the complainant is still dissatisfied, within ten (10) days of the receipt of the hearing officer's written decision, he/she may request a review by the appropriate state agency:

Pennsylvania Department of Labor and Industry,
Bureau of Workforce Development Partnership
Harrisburg, PA

and/or

Department of Public Welfare
Harrisburg, PA

Either of these agencies will review the case and issue a decision within thirty (30) days. Their decision will be final.

I have read the above and understand the Chester County Department of Community Development Complaint and Grievance process.

Applicant (Youth) Signature

Date

Program Staff Signature

Date