

Grievance and Complaint Policy

Your Rights – WIOA Program Laws and Regulations

If you believe there has been a violation of the Workforce Innovation and Opportunity Act regulations or grants and agreements under the Act aside from discrimination, contact the NOVAworks Grievance Officer. Note: Only complaints about violations of specific sections of law, regulation or grant agreements can be filed under this process. Generally speaking, all complaints must be filed in writing with the NOVAworks Grievance Officer within one year of the alleged violation of the WIOA Act. You have the right to receive technical assistance when filing a grievance.

To file a grievance or complaint other than discrimination:

1. Present your complaint to the person in charge of the agency or company with which you have the grievance with the purpose of obtaining a resolution to the problem.
2. If you are not satisfied with the agency or company's resolution, present your complaint to NOVAworks' Grievance Officer who will attempt to resolve it informally within five (5) working days.
3. If you are not satisfied with the informal resolution, you may present your complaint in writing to NOVAworks' Grievance Officer who will set up a formal hearing to which both you and the respondent may bring representation. The complaint should give your name, address and phone and the name and address of the agency which you are complaining about, a description of the facts including dates, the alleged violation and the provisions of the law or regulations which were violated (if known), and the remedy you seek. The complaint should be addressed to:

*Christopher Bernhardt, NOVAworks Grievance Officer
NOVAworks
456 West Olive Avenue
Sunnyvale, CA 94086
408-730-7833 (Voice) or California Relay Dial 711*

4. All such complaints and grievances must be filed within one year of the alleged occurrence, except for allegations of waste, fraud, abuse or criminal activity.
5. If you (complainant) do not receive a decision within 60 days of the filing date of the grievance or complaint, or you are not satisfied, and wish to appeal NOVAworks' decision; or you believe there has been any incident of restraint, coercion, or reprisal as a result of you filing a grievance or complaint, you may file a request for EDD review in writing to:

*State of California, EDD
Chief, Compliance Review Office, MIC 22-M
P.O. Box 826880
Sacramento, CA 94280-0001*

Appeals must be filed or postmarked within 10 days from the date on which you received an adverse decision from NOVAworks. Requests for EDD review must be filed or postmarked within 15 days from either of the following:

- The date on which you should have received a decision regarding the complaint you filed with NOVAworks, which is defined as 5 days from the date the decision was due.
 - The date on which the restraint, coercion, or reprisal was alleged to have occurred as a result of filing the complaint.
6. If you are not satisfied with the State of California's decision or the State has not issued a decision within 60 days, you have the right to appeal to the Secretary of Labor at:

DOL National Office:

Secretary of Labor

Attn: Assistant Secretary of ETA

U.S. Department of Labor

200 Constitution Avenue, NW

Washington, DC 20210

or

ETA Regional Administrator:

Office of Regional Administrator

U.S. Department of Labor

P.O. Box 193767

San Francisco, CA 94119-3767

Appeals of an adverse decision must be filed within 60 days of receipt of the adverse decision from the State Review Panel. In cases where the State Review Panel did not issue a decision, you must file an appeal within 120 days of either of the following:

- The date on which you filed the appeal of NOVAworks' decision or request for EDD review with the state.
- The date on which you filed the grievance or complaint with the state.

For a copy of NOVAworks' entire **Grievance and Complaints Policy**, contact Christopher Bernhardt, NOVAworks Grievance Officer