

NOVAworks

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. (See reverse for discrimination complaints.)

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:

Giang Pham, NOVAworks Grievance Officer
NOVAworks
456 West Olive Avenue
Sunnyvale, CA 94086
408-730-7812 (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 are not satisfied with NOVAworks' formal resolution, you may present your complaint in writing to:

State of California, EDD
Chief
Compliance Resolution Division
MIC22M
P.O. Box 826880
Sacramento, CA 94280-0001

6. If you are not satisfied with the State of California's formal resolution, you may present your complaint in writing to:

Secretary of Labor
Attn: Assistant Secretary of ETA
U.S. Department of Labor
200 Constitution Avenue, NW
Washington, DC 20210