



## Ohio Valley Employment Resource

PO Box 181  
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Proudly serving Monroe, Morgan, Noble & Washington Counties, since 2000

### **Ohio Valley Employment Resource Policy Letter No. 4-15 (Rights Dissemination / Complaint Procedures)**

#### **I. Purpose**

To ensure customer rights are known and protected. As a condition for receipt of federal financial assistance, we are required to establish and maintain procedures for the receipt, investigation, and resolution of complaints.

It will be the policy of the Workforce Development Board (WDB) to follow the most recent State issued Complaint Procedures Manual and require each registered participant file contain a participant signed copy of the state issued, "Your Complaint Rights" form customized to local needs.

#### **II. Effective Date with WDB and COG motion #s**

July 1, 2015; COG motion 14-15 on 3/7/16; WDB 16-15 on 2/18/16

#### **III. Requirements**

The local area will follow all state policies on the state policy page: [http://ifs.ohio.gov/owd/WorkforceProf/policy\\_info.stm](http://ifs.ohio.gov/owd/WorkforceProf/policy_info.stm). The local area will post local guidance on the local policy page on the [www.SEOHWIOA.com](http://www.SEOHWIOA.com) site. The combination of policy at the two sites will govern the topic addressed.

All individuals should be treated fairly and with respect. It is the policy of the WDB to utilize the State issued Complaint Procedures Manual as the tool to detail and explain the rules and regulations. Within the manual the process and timeframes to resolve program complaints if they occur.

To ensure a dispute resolution process when an individual feels they have not been treated fairly, the state issued, "Your Complaint Rights" form to communicate types of complaints and contact information for resolution. The state version has a place to insert the local OhioMeansJobs center contact

information. In addition to the state’s creation, locally the OMJ center must enter their contact information and ensure that the customer signature is on the application acknowledging receipt of information.

**All Interactions and initial information and acknowledgement of participants**

Individuals interact with our programs in a variety of ways and all should be fairly and with respect. However, as an individual transitions into a participant it is required that we ensure that the individual is informed of their rights and the process to express a complaint.

As identified in WIOAPL 15-08, “Career Services for Adult & Dislocated Workers,” there are levels of service for these programs. The basic career services are not required to be tracked via separate participant file or enrollment into the WIOA program. When a participant transitions beyond basic career services OR when the individual is enrolled into the WIOA program, whichever comes FIRST they are then considered a registered participant and their file must contain a participant signed copy of the state issued, “Your Complaint Rights” form customized to local needs.

As identified in WIOAPL 15-10, “Youth Program Services,” youth program participation is the point at which the individual has been determined eligible for youth program services, has received an assessment, and has received or is receiving at least one program element. Once the eligibility documentation begins, the individual rights and the process to express a complaint are to be explained to the individual and their parent/guardian, if the individual is a minor. At this point their file must contain a copy of the state issued, “Your Complaint Rights” form customized to local needs, signed by both the participant and their parent/guardian, if a minor.

**IV. Complaint Procedures and Designation of Area Officers**

If a complaint is filed, the Area will follow the most recent State issued Complaint Procedures Manual. The area has four local roles: the Hearing Officer and Equal Employment Opportunity Officer and an alternate for each. The WDB has designated that a representative from each county in our four county area assume a position. The designated officers are as of 7/1/16:

	<b>Primary</b>		<b>Alternate</b>
<b>Monroe</b>	Michelle Speelman, EEO Officer	<b>Washington</b>	Dawn Rauch, EEO Officer
<b>Morgan</b>	Heidi Burns, Hearing Officer	<b>Noble</b>	Tracy Saling, Hearing Officer

Monroe and Morgan are the primary counties in even program year begin dates (2016, 2018) and Noble and Washington are in the offsetting years (2015, 2017).

Each Officer will continue in their role one program year: July 1 until June 30<sup>th</sup>. At the end of the program year, the counties will rotate with the alternates will become primary and the former primary counties becoming alternates. At this switch the counties who become alternate have the option to continue the same person or replace. This progression starts an officer as an alternate and allows them to assume the primary role after experience is gained yet allows the counties to shift the responsibility among individuals.

The processes for complaints and timeframes that these officers will use are detailed in the State issued Complaint Procedures Manual.