



EQUAL OPPORTUNITY STATEMENT

All applicants and participants of Michigan Works! Workforce Development Programs will be provided equal opportunity to participate in and benefit from all programs, activities, and services without regard to race, color, religion, national origin, age, sex, height, weight, marital status, disability, arrest record, political affiliation or belief, citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or other non-merit factors.

GRIEVANCE AND COMPLAINT PROCEDURES

The Michigan Works! Agency (MWA) insures that all participants, subgrantees, subcontractors, One-Stop partners, service providers, employees, providers of training services, and other interested parties in programs operated under the MWA shall receive fair and expeditious handling of all grievances and complaints related to programs operated with Workforce Investment Act (WIA), Temporary Assistance for Needy Families (TANF), Food Assistance Employment and Training (FAE&T), Trade Act (except requests for redeterminations), and State of Michigan GF/GP funds from the Workforce Development Agency (WDA), and other State funding sources.

Informal Complaint Resolution

Participants, subgrantees, subcontractors, one-stop partners, service providers, employees, providers of training services and other interested parties in programs operated by the MWA shall first attempt to work out a resolution with the person or organization the complaint is against. The complaint procedures for that organization shall be followed and the full appeal process exhausted in an attempt to resolve the complaint satisfactorily. If the complaint cannot be resolved at this level, the complainant (person filing the complaint) shall be directed to the following grievance procedures.

Step 1: Local Level Grievance Procedure

All grievances related to WIA, TANF, FAE&T, Trade Act (except request for redeterminations), and State of Michigan GF/GP programs funded by the WDA are required to be filed within one year of the date of the event that gave rise to the grievance.

All grievances shall be in writing and contain, to the extent practicable, the following information:

- The full name, address, and telephone number of the party/parties filing the grievance.
- The full name, address, and telephone number of the party/parties against whom the grievance is made.
- A clear and concise statement of the facts, as alleged, including the pertinent dates, constituting the alleged violation.
- The provision of the act, regulations, grant, contract, or other agreements under the act believed to have been violated, and
- The relief requested.

The completed grievance should be sent to:

Jeanne Konrad, EO Officer
Michigan Works! Southwest
222 S. Westnedge Ave.
Kalamazoo, MI 49007

A grievance may be rejected by the MWA if it lacks merit, if the petitioner (person filing the grievance) fails to state a grievable issue, there is no relief that can be granted, or if the petitioner fails to comply with these procedures.

The MWA will inform the petitioner and the party against whom the grievance is made in writing of the reason(s) the grievance was rejected. The notification will be issued as soon as possible but no later than 60 calendar days from the date the grievance was filed and will include the opportunity to appeal to the WDA.

For WIA-related grievances, a local level hearing shall be conducted within 30 calendar days from the date the grievance was filed (received by the MWA), and a decision shall be rendered no later than 60 calendar days from the date the grievance was filed. A local level hearing is not required at this step if the grievance is resolved prior to the hearing or the petitioner withdraws the grievance.

If a hearing is to be conducted the MWA must provide written notice to the petitioner and party/parties against whom the grievance is made. The notice shall include the date, time and place of the hearing and outline the process to present evidence, including witnesses. The notice of the hearing shall indicate the issues to be decided. Notice shall be given not less than 10 calendar days prior to the scheduled hearing date.

At a minimum, the hearing process shall include:

- A hearing officer.

- An opportunity for each party to present witnesses and evidence.
- An opportunity for each party to ask questions of all witnesses providing testimony at the hearing.
- A record of the hearing and a list of all evidentiary exhibits presented at the hearing.

At the discretion of the hearing officer, there may be an opportunity to exchange evidentiary information prior to the hearing.

A written decision shall be issued by the hearing officer, sent certified mail, return receipt requested and shall include the following information:

- Date, time, and place of hearing;
- Name and address of the petitioner (person filing the grievance);
- Name and address(es) of the party/parties against whom the grievance is made;
- Names and addresses of all witnesses called by the parties;
- Information sufficient to identify all evidence presented;
- A reiteration of the issues raised;
- A determination of the facts;
- An analysis of the issues as they relate to the facts;
- A decision addressing each issue; and
- A statement regarding the opportunity to appeal the decision to the WDA

If a response to the grievance is not received by the petitioner within the time prescribed (60 days from the filing of the grievance), or should either party be dissatisfied with a decision, there is an opportunity to appeal to the WDA.

Step 2: State Level Review of a Local Level Decision

A local level grievance decision may be appealed, in writing, to the WDA no later than 10 calendar days from receipt of an adverse decision at Step 1, or 10 calendar days from the date a decision was due but not received at Step 1.

All appeals of a local level grievance decision shall be submitted by certified mail, return receipt requested to:

Workforce Development Agency
 Executive Office
 Victor Office Building, 5th Floor
 201 N. Washington Square
 Lansing, Michigan 48913

All appeals shall contain, to the extent practicable, the following information:

- The full name, address, and telephone number of the party/parties filing the appeal.
- The full name, address, and telephone number of the party/parties against whom the grievance is made.
- A clear and concise statement of the facts, as alleged, including the pertinent dates, constituting the alleged violation.
- The provision of the act, regulations, grant, contract, or other agreements under the act believed to have been violated.
- The relief requested.

Both parties shall send all relevant information and documentation generated at the local hearing and related to this appeal to the WDA at the address provided above within 15 days of filing the appeal.

Following consideration of the appeal, the WDA will take one of the following actions:

Rejection of the Appeal: A grievance may be rejected on appeal and a final determination issued if it is determined that the grievance lacks merit, it fails to state a grievable issue, there is no relief that can be granted, or if the appellant (person filing the grievance) fails to comply with the applicable procedures in this document. The party filing the appeal will be informed, in writing, as soon as possible or within 60 days from the date the appeal was filed of the reason the appeal was rejected.

Waiver of the Hearing: In lieu of a hearing for an appeal of a WIA related local level decision, the parties to the appeal may mutually consent to having WDA decide the matter based on the record created at the local level. If both parties and WDA are in agreement, the hearing is waived. Both parties must provide WDA with written confirmation that demonstrates their consent to waive the hearing.

WDA will issue a final decision within 60 days of the receipt of the appeal taking into consideration the evidentiary documentation previously submitted

Hearing: For an appeal of a WIA related local level decision, an opportunity for a hearing must be provided. However a hearing will not be held under certain circumstances, as previously described in these procedures. If a hearing on the appeal is to be held it shall be conducted within 30 calendar days of the filing of the appeal.

The appellant (the person filing the grievance) and the party against whom the grievance is made will be provided written notice of the date, time and place of the scheduled hearing and of the opportunity to present evidence, including witnesses. The notice of the hearing shall indicate the issues to be decided. Notice shall be given no less than 10 calendar days prior to the scheduled hearing date. A hearing is not required at this step if the appellant withdraws the appeal.

At a minimum, the hearing process shall include the same components as described in Step 1: Local Level Grievance Procedure hearing. At the discretion of the hearing officer, there may be an opportunity to exchange evidentiary information prior to the hearing.

A written decision shall be issued not later than 60 calendar days after the filing of the appeal. The decision shall include the same categories of information as described in Step 1-Local Level Grievance Procedure written decision.

In general a State level decision is final. However, if a decision is not issued by the due date, a WIA related appeal may be reviewed by the Secretary of the U.S. Department of Labor (USDOL). A WIA related decision may be appealed to the USDOL by the adversely affected party within 60 calendar days of the receipt of the WDA decision. Pursuant to 20 CFR 667.610 (c), a written appeal must be submitted to the following by certified mail, return receipt requested.

Secretary
U.S. Department of Labor
Attention: ASET
Washington, D.C. 20210

A copy of the appeal must be **simultaneously provided to both of the following:**

Regional Administrator
Employment and Training Administration
U.S. Department of Labor
230 South Dearborn St., Room 628
Chicago, IL 60604
Workforce Development Agency
Executive Office
Victor Office Building, 5th Floor
Lansing, MI 48913

Special Provisions

Employment Related Rights

Grievances involving Wagner Peyser Act activities, including but not limited to employer wage and hour violations, migrant and seasonal farm worker complaints, and other possible violations of general labor laws must be resolved using the process outlined in the State of Michigan Employment Service Manual. This Manual and assistance in filing a complaint is available at the Michigan Works! Service Center.

WIA program participants employed in situations covered by a collective bargaining agreement, who are alleging a violation of labor standards may submit the grievance to a binding arbitration procedure, if allowable under the collective bargaining agreement covering the parties to the grievance.

Complaints alleging violation of the nondiscrimination and equal opportunity (EO) provision of state/federal grant programs must be resolved in accordance with the nondiscrimination and EO policy guidelines issued by WDA.

Displacement from Employment

A grievance may be filed by an affected individual if a TANF recipient is placed in a position when (1) any other individual is on layoff from the same or any substantially equivalent job or (2) if the employer has terminated the employment of any regular employee or otherwise caused an involuntary reduction of its workforce in order to fill the vacancy so created with an adult receiving TANF assistance. Either party to the grievance, the TANF recipient or the displaced employee, may appeal a local level decision to the WDA.

A grievance may be filed by a regular employee or program participant displaced by a WIA participant placed in an employment activity operated with WIA funds.

Jurisdiction

TANF and Food Assistance program applicant and recipient grievances shall be handled in accordance with MWA or Department of Human Services (DHS) procedures, as appropriate, given the nature of the grievance.

Fraud and Abuse

Known or suspected fraud, abuse, or criminal conduct under the WIA shall be reported immediately to the MWA EO Officer for incident processing using the incident reporting guidelines issued by WDASOM.

(Sources: WDA Policy Issuance 11-37, c.1, 10/2/13, PI 05-02, 3/18/05, and State of Michigan Employment Service Manual, 10/2011)

For assistance or more information contact:

**Jeanne Konrad
Michigan Works! Southwest
Equal Opportunity Officer
(269) 385-0441**

December 2014

BRANCH COUNTY (517) 278-0200 FAX (517) 278-0221	CALHOUN COUNTY (269) 660-1412 FAX (269) 965-3653	KALAMAZOO COUNTY (269) 383-2536 FAX (269) 383-3785	ST. JOSEPH COUNTY (269) 273-2717 FAX (269) 273-3002
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**An equal opportunity employer / program supported by the State of Michigan. 1-800-285-WORK (9675).
Auxiliary aids and services are available upon request. National Relay Center 1-800-435-8910 or TTY 1-888-605-6722.**