



Program Complaint and Grievance Procedures

If you believe you have been adversely affected by a decision or action of the local workforce system that is in violation of the Workforce Innovation and Opportunity Act (WIOA), you may file a grievance or complaint at any time within one year of the alleged violation using the process described below.

If your complaint involves discrimination, please see the "Discrimination Complaint Procedures" below.

1. Ask to speak with a Workforce Development Department (WDD) Supervisor within 90 days of the day the incident occurred.
 - A supervisor will contact you within three (3) business days to discuss your complaint or grievance
 - If you are not satisfied with the decision, go to Step 2
2. Ask to speak with a WDD Manager about your complaint.
 - A manager will contact you within three (3) business days
 - If you are not satisfied with the decision, go to step 3
3. Ask to speak with a WDD Deputy Director about your complaint or grievance.
 - Address a letter to the Deputy Director explaining the incident surrounding your complaint within three business days of step 2
 - The Deputy Director will contact you within seven (7) business days of receiving the written notice of grievance
 - If you are not satisfied with this decision, go to Step 4
4. The Deputy Director will arrange a meeting for you to discuss your complaint or grievance with staff, witnesses and/or your service provider.
 - The meeting will take place within 25 business days of the day you spoke with the Department of Workforce Development Supervisor about your grievance or complaint
 - If you are not satisfied with the decision, go to Step 5
5. Complete the Program Complaint and Grievance Request for Hearing 181C form, Available at any America's Job Center of California. You have the right to a hearing on any grievance or complaint to be conducted by an impartial hearing officer within 30 days of the submission of the 181C form. Send the completed form to:

Adriana Escobedo
Administration Manager/Equal Opportunity Officer
RIVCO, Workforce Development Division
1325 Spruce Street, Suite 400, Riverside, CA 92507

You may file an appeal or request a separate review by Employment Development Department (EDD) if you experience an incident of restraint, coercion, or reprisal as a result of filing a complaint. To file an appeal, please send your request to: Chief, Compliance Review Office, MIC 22-M, Employment Development Department, P.O. Box 826880, Sacramento, CA 94280-0001.

For technical assistance with filing your complaint, contact the Equal Opportunity Officer at (909) 387-9845. TTY users can contact the Equal Opportunity Officer through the California Relay service (711). For federal funding disclosure information, visit wp.sbcounty.gov/workforce/about/ffd/.