



LOS ANGELES COUNTY

WIA Adult, Dislocated Worker and Youth Programs DIRECTIVE

Number: WIAADM D-10-04

Subject: Posting of Grievance and Complaint Procedures

Date: March 23, 2010

Effective Date: IMMEDIATELY

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TO: ALL WIA CONTRACTORS:

This directive is to inform all WIA contractors of the need to adhere to the guidelines and requirements pertaining to the continued posting of the local grievance and complaint procedures.

Background

State of California Employment Development Division (EDD), Workforce Services Directive (WSD08-4) provides instructions regarding grievance and complaint procedures. The Directive states that initial and continuing notice of the local grievance and complaint procedures and instructions on how to file a complaint must be posted in a public location and be made available to any interested parties and members of the public.

Local grievance and complaint procedure shall include:

1. Notification that the participant has the right to file a grievance or complaint at any time within one year of the alleged violation;
2. Instructions and timeline for filing a grievance or complaint; and
3. Notification that the participant has the right to receive technical assistance.

Such information shall be modified, as needed, whenever the procedures are changed.

Please ensure that the required notice of the local grievance and complaint procedures and instructions on how to file a complaint is posted in a public location. In addition, please ensure that the local grievance and complaint procedures are current, updated and contain all required information.

References

- WIA Regulations, 20 CFR Section 667.600(b)(2)
- Workforce Investment Act (WIA), Section 181 (c)(1)
- State of California EDD, Workforce Services Directive (WSD) 08-4

If you have any questions, please contact Irene Pelayo at (213) 351-5246 or [iPelayo@css.lacounty.gov](mailto:IPelayo@css.lacounty.gov). Thank you.


Josie Marquez, Executive Director
Workforce Investment Board