



CENTRAL REGION

Workforce Innovation and Opportunity Act Administrative Policy #200

Subject: Grievance Procedure Policy

Effective Date: July 1, 2025

Source: Virginia Workforce Letter #16-09, Change 1

Policy Statement:

The Grievance Procedure Policy of the Central Virginia Workforce Development Board (CVWDB) applies to alleged violations of the requirements of the Workforce Innovation and Opportunity Act (WIOA). Grievances may be submitted by participants and other interested parties affected by the local workforce investment system, including one-stop partners and service providers. Please refer to the Virginia Workforce Letter #16-09, Change 1 in its entirety for the full state policy for Grievances and Complaints. <https://virginiacareerworks.com/wp-content/uploads/VWL-16-09-Change-1-Program-Grievance-and-Complaint-Process.pdf>

This policy does not address the procedures for processing complaints alleging *discrimination* under WIOA Sections 188 and 29 CFR part 38. Such complaints must be handled in accordance with the procedures outlined in that regulatory part. You may refer to the Central Virginia Workforce Development Board's Policy #201 Equal Opportunity and Processing of Discrimination Complaints Policy for complaints of that nature. Questions or complaints alleging a violation of the nondiscrimination provisions of WIOA section 188 may be directed to the designated local area EO officer, the State EO officer, or the Director of the Civil Rights Center, U.S. Department of Labor, Room N4123, 200 Constitution Ave N.W., Washington, D.C., 20210.

Filing a Grievance Complaint:

Grievances complaints must be filed in writing within thirty (30) calendar days of the alleged violation and must contain the following information:

1. The name, address, email, and telephone number of the person filing the grievance.
2. The date(s) of the alleged violation(s) and the date the grievance was filed.
3. The identity of the respondent (i.e., the individual or entity against whom the grievance is alleged)
4. A description of the allegation(s). The description should include sufficient detail to enable the reviewer to determine whether the allegation(s), if true, would violate any of the provisions of WIOA.
5. Offer to resolve the issue informally through mediation with the parties before rendering a decision based on the review of documentary evidence presented.

Grievances may be filed with the following local area EO Officer:

Traci Blido
Executive Director
Central Virginia Workforce Development Board
828 Main Street, 12th Floor
Lynchburg, VA 24504
Phone: (434) 818-7612
TDD VA Relay Center 1-800-828-1120 or 711
Traci.Blido@vcwcentral.com

The local area EO Officer will respond to the complainant within five (5) business days acknowledging receipt of the grievance complaint. The local area EO Officer will have sixty (60) calendar days from the date of which the complaint was filed to investigate the facts and allegations and to provide a Notice of Final Action resolution to the complainant.

Notice of Final Action

Once the investigation is complete and a decision has been reached, a Notice of Final Action must be sent to the complainant. If an informal resolution was provided, the Notice of Final Action must summarize the resolution agreed upon. Notice of Final Action must be sent within or by the 60 calendar days from receipt of complaint. If no informal resolution was provided, the Notice of Final Action must contain the following information:

1. The reviewer's decision and the reasons supporting the decision.
2. A brief description of the investigation process implored to reach the decision.
3. A notice that the grievant may seek a remedy authorized under another Federal, State or local law.

Appeals Process

If no decision is issued within 60 calendar days of the filing of the grievance, or if the grievant is dissatisfied with the decision, they may file an appeal to the State Title I Program Director or to the Secretary of the U.S. Department of Labor, in accordance with 20 CFR § 683.610.

The appeal must be submitted within 30 calendar days from the date of receipt of the Notice of Final Action.

Constance Green
Director of WIOA Title 1 Program
Virginia Works
Phone: (804) 819-1683
2221 Edward Holland Drive, Suite 500
Richmond, VA 23030
Constance.Green@virginiaworks.gov

or
Secretary, U.S. Department of Labor,
200 Constitution Ave, NW,
Washington, DC 20210
Attention: AS