

COUNTY OF ULSTER

Workforce Development Board

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ULSTER WORKS CAREER CENTER GRIEVANCE PROCEDURE

If you feel you have been treated unfairly, or have a complaint involving Workforce Innovation and Opportunity Act (WIOA) functions, you have the right to proceed through the following steps as necessary. This procedure covers non-criminal complaints only.

STEP 1: Discuss the problem or complaint with the staff person involved, where applicable. Every effort should be made to solve the problem informally. If that does not work, contact your Office of Employment and Training (OET) case manager.

STEP 2: If the problem is not resolved in STEP 1, the grievance must be put in writing and submitted to the Program Complaint Resolution Officer. Grievances should be filed promptly and must be submitted within one year of the alleged occurrence. The Program Complaint Resolution Officer will conduct an impartial investigation, gathering sufficient evidence to support or disprove the complaint or resolve the issue. The complaint must be resolved within 29 days of its receipt by the Program Complaint Resolution Officer. If you agree with the decision reached by the Program Complaint Resolution Officer, the matter will be considered resolved.

STEP 3: If the problem is not resolved in STEP 2, the written complaint will be referred to the local Hearing Officer. A hearing between all parties will be conducted by the Hearing Officer on the 30th day following receipt of the written complaint. If circumstances warrant it, a hearing may be scheduled at any time within 30 days of a filed complaint. All interested parties will receive written notice of the date, time and place of the hearing seven days prior to the hearing date. The Hearing Officer will issue a written decision which will be forwarded to all parties involved within 30 calendar days of the hearing. Instructions for a review by the Governor will be provided with the decision.

STEP 4: If you receive an unsatisfactory decision, you may file a request for review of the complaint by the Governor within **10 days** of receipt of the unsatisfactory decision. If you do not receive a written decision within 60 days of the filed complaint, you may request a review of the complaint by the Governor within **15 days** from the date you should have received a written decision. A copy of the request must also be sent to the Program Complaint Resolution Officer. There will be an attempt at an informal resolution first. If that fails, a hearing will be scheduled. The Governor must issue a decision within 60 days of receipt of your request for review.

STEP 5: If you receive an unsatisfactory decision from the Governor, or if you do not receive a decision within 60 days of requesting a review, you may file a request for review of the complaint by the USDOL Secretary within 10 days of receipt of the unsatisfactory decision. A copy of the request must also be sent to the Program Complaint Resolution Officer. The Secretary will act within 120 days of receipt of the request. The Secretary's decision is final.