

**SOUTHEAST ARKANSAS WORKFORCE DEVELOPMENT BOARD
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southeastarkansas.org/services/workforce/

Grievance & Complaint Procedure Southeast Arkansas Workforce Development Board

Purpose

The purpose of this policy is to describe and to detail the procedures required to address grievances or complaints, between the One-Stop Operator/Title I-B Service Provider and Local Workforce Development Board, alleging a violation, in accordance with the rules and regulations of Workforce Innovation and Opportunity Act of 2014 (WIOA), the WIOA Final Rule, Training and Employment Guidance Letters (TEGLs) published by the Employment and Training Administration of the U.S. Department of Labor (ETA), and policies of the Arkansas Workforce Development Board (AWDB) and the Southeast Arkansas Workforce Development Board (SEAWDB).

Reference: (WIOA Law)

<https://www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf>

Policy:

Any dispute between Southeast Arkansas Workforce Development Board and One Stop Operator concerning the terms or provisions of the subrecipient agreement which constitutes a question of fact and which is not disposed of by agreement shall be decided by Southeast Arkansas Workforce Development Board who shall send a written copy of its decision to One Stop Operator/Title I-B Service Provider.

The decision shall be final and conclusive unless, within thirty (30) days from the date of receipt of the written copy the One Stop Operator/Title I-B Service Provider furnishes the SEAWDB with a written appeal. The SEAWDB shall make a determination on the appeal within thirty (30) days from the date of the appeal. The decision of the SEAWDB concerning the appeal shall be

final and conclusive unless within fifteen days from the date of the SEAWDB decision, the One Stop Operator/Title I-B Service Provider furnishes the Arkansas Workforce Development Board with an appeal.

In connection with any appeal proceeding under this clause, One Stop Operator/Title I-B Service Provider shall be afforded the opportunity to be heard and to offer evidence in support of its appeal. Nothing in this process shall preclude a complainant from pursuing a remedy authorized under Federal, State or local law.

Approved:


SEAWDB Chairperson

2-20-19
Date

Amended:

SEAWDB Chairperson Date