

Participant Grievance Procedure

(Updated: December 21, 2020)

Purpose

To provide a course of action for customers when they are dissatisfied with the level or kind of service they are receiving from the One Stop. These complaints can involve the following:

- a) Discrimination, by One Stop Career Center Staff or contracted vendors;
- b) Violations of the Workforce Innovation and Opportunities Act (WIOA);
- c) Actions or omissions by the Job Service/Labor Exchange [Employment Services (ES) staff];
- d) Complaints from customers placed into the On-the-Job Training (OJT) program;
- e) Complaints from customers referred to employers who are allegedly in violation of labor standards.
- f) Complaints lodged by Migrant and Seasonal Farm Workers.

This agency is committed to providing the customer with the training and services needed to obtain employment. It is also firmly committed to equal employment opportunities for all aspects of the program. No agency or person connected with training or employment shall discriminate because of race, color, sex, sexual orientation, national origin, age, religion, citizenship, handicapped status, political affiliation or belief.

This procedure is consistent with and aligned with the New Jersey Unified One-Stop Career Center Customer Complaint Procedure.

Procedure

Publicizing Complaint Procedure:

Posters- Complaint and EOO posters shall be prominently displayed in the public access area. The poster will contain the name and contact information for the local Complaint Specialist and local and state Equal Employment Opportunity (EOO) representative.

Orientation- Presenters shall inform all customers of their right to file complaints or grievances if they feel they have been discriminated against, denied services or unfairly treated in either an On the Job Training program or an employment placement. During eligibility determinations, all customers will receive a notification of their rights to file a complaint or grievances and an instruction as to when it is appropriate to do so. The customer will sign an acknowledgement that they have been informed of their right to file grievances or complaints and the steps that will be taken to address identified concerns.

Training Counseling- The assigned employment specialist will review the Customer Handbook and will reinforce the customer's right to file complaints or grievances as proscribed by the procedure. All customers that receive a training contract will also receive the Individual Training Account Handbook.

AOSOS acknowledgement - Customer receipt of the information on the right to file complaints will be documented by designating the EOO activity in AOSOS.

Complaint Submission

Any employee of the One Stop Career Center may receive a complaint from any customer receiving services at the One Stop Career Center under the following conditions:

- All complaints must be related to the six areas identified in paragraphs a) through f) of this procedure.
- Complaints may be either verbal or written.
- It is the responsibility of the Complaint Specialist to address all complaints.

Complaints (either written or verbal) will immediately be delivered to the One Stop Complaint Specialist for further disposition.

Responsibility for all further actions related to any applicable written complaint will be with the Complaint Specialist and/ or the EEO designee.

Atlantic County Complaint Specialist is: Paul McClellan (609) 813-3901

Atlantic County EOO Representative is: Dan Adams (609) 485-0052

All further actions will be managed by the designated complaint specialist and EOO representative under the auspices of the New Jersey Unified One-Stop Career Center Customer Complaint Procedure.