



# Rhode Island Indian Council, Inc.

## WIOA Grievances Procedures

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*Sign and initial and date at bottom of all pages or form is invalid*

You are applying to participate in the Workforce Innovation and Opportunity Act (WIOA), a federally-funded program. You are guaranteed the right to file a complaint regarding any aspect of the WIOA program. This Grievance Procedure is established and maintained for resolving any complaint or grievance alleging a violation of the roles/regulations, grants, or other agreements under which Rhode Island Indian Council, Inc. operates. All program participants and staff members shall be provided with a written description of the Grievance Procedures, including notification of the right to file a complaint and instructions on how to do so. Program participants and staff members of the corporation may bring grievances forward. Should any individual have a complaint, an earnest effort shall be made to resolve such differences promptly in the following manner:

**Step 1:** The grievance is to be written and presented to the office operating the program in which the grievant is participating or employed within **one year** of the alleged violation. Notice that the grievance has been filed shall promptly be forwarded to the appropriate supervisor. An informal conference shall be conducted between the grievant and the representative(s) of the office. The employing office shall, within **thirty (30) working days** after the receipt of the complaint, issue a written decision. The determination shall include a synopsis of the facts and a statement for the decision. It shall also provide the grievant notification of an opportunity to appeal the matter to Step 2.

**Step 2:** If the dispute is not resolved in Step 1, the grievant may, within **ten (10) days** of the issuance of the Step 1 decision, submit said grievance to the Executive Director of Rhode Island Indian Council, Inc. at the following address:

Rhode Island Indian Council, Inc.  
Darrell Waldron, Executive Director  
807 Broad Street  
Providence, RI 02907

The grievant must submit to the Executive Director, in writing, the following information:

- Grievant name; address; home telephone number and, if applicable, business telephone number
- A clear and concise statement of facts, including pertinent dates, setting forth the alleged violation
- The name(s) and address(es) of the party or parties against whom the grievance/complaint is made
- The provisions of the act(s), regulation(s), or rule(s) to have been violated, if known
- A statement disclosing whether proceedings involving the dispute have been conducted before another authority
- A statement indicating, if applicable, that the administrative procedures established by the grantee have been exhausted

A formal or administrative hearing will be held between the Executive Director, the grievant, and all other necessary parties not more than **thirty (30) working days** from the date of the filing of the complaint. The grievant shall have the opportunity at the Step 2 Hearing to:

- Bring witnesses and documented evidence
- Have records or documents relevant to the issues produced by the custodian of such records or documents
- Question any witnesses or involved parties

The grievant shall receive prior written notice of the Step 2 hearing, including the date, time, and place of hearing; the manner in which it will be conducted; and the issues to be decided.

Client Initials

Date

Counselor Initials

Date



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The Executive Director, acting as the hearing officer, shall within **ten (10) working days** of the close of the hearing, submit his/her written decision to the grievant. The response shall include a synopsis of the facts, a statement of the reasons for the decision, and a statement of the opportunity to appeal the matter to Step 3 of the Grievance Procedure.

**Step 3:** If the dispute is not resolved at Step 2, then either party may, within **ten (10) working days** of the issuance of the Executive Director's decision, submit said grievance to the Rhode Island Indian Council, Inc. Board of Directors at the following address:

Rhode Island Indian Council, Inc.  
Board of Directors  
807 Broad Street  
Providence, RI 02907

The grievance will be considered at the next regularly scheduled Board of Directors meeting. At said meeting, the Board shall consider the positions of each party and the decision rendered by the Executive Director. Within **sixty (60) working days** of said meeting and no longer than **one hundred and twenty (120) working days** from the initial filing of the grievance, Rhode Island Indian Council, Inc. shall submit its written decision to the grievant, which shall include:

- a) A synopsis of the facts
- b) A statement of the reasons for the decision
- c) A statement of the remedies to be applied
- d) A statement that local remedies have been exhausted and notice of the rights to file an appeal to the federal government as provided in Step 4

**Step 4:** If the grievant is not satisfied with the response of Rhode Island Indian Council, Inc., he/she may appeal the decision to the United States Department of Labor, per Part 636 – Complaints, Investigations and Hearings set forth in the Federal Register. The grievant must initiate his/her appeal within **thirty (30) working days** following receipt of the decision of Rhode Island Indian Council, Inc. Said grievance must be submitted to:

Division Chief, Indian and Native American Programs  
Employment and Training Administration  
200 Constitution Avenue, N.W.  
Room S-4209  
Washington, D.C. 20210

The Division Chief will render a decision within **one hundred and twenty (120) days** of receiving the appeal.

*I fully understand this Grievance Procedure as given.*

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
RIIC Staff Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Initials

\_\_\_\_\_  
Date

\_\_\_\_\_  
Counselor Initials

\_\_\_\_\_  
Date