

**YUMA PRIVATE INDUSTRY COUNCIL, INC.
WIA ADMINISTRATION
PROBLEM RESOLUTION PROCEDURE**

The Workforce Investment Act (WIA) provides that applicants, participants, employees, subgrantees, subcontractors, and other interested parties may file a complaint or grievance; if they believe that the ACT, regulations, grant, and/or other agreements under the ACT have been violated. Should an individual or organization wish to file a complaint, the following procedure shall be followed.

- A.** Complaints relating to non-discrimination and non-criminal shall be filed with the Yuma Private Industry Council; complaints must be filed within one year of the alleged violation. Such complaints may be filed directly with the local area Equal Opportunity Officer listed below or either:

Yuma Private Industry Council
Nidia Herrera
EO Officer
3834 W. 16th Street
Yuma, AZ 85364
(928) 329-0990 ext.160
Fax: 783-0886
TTY: 329-6466
nherrera@ypic.com

Arizona Dept. of Economic Security
Marcia McCaskill
State EO Officer
Employment Administration/WIA
1789 W. Jefferson, Site Code 920Z
Phoenix, AZ 85007
(602) 542-3957
Fax: (602) 542-2491
TTY/TTD: 711

U.S. Department of Labor
Ramón Suris-Fernandez, Esq.
Civil Rights Center (CRC)
2000 Constitution Ave, NW
Room N-4123
Washington, D.C. 20210
(202) 693-6500
Fax: (202) 693-6505
TTY: (202) 693-6516

- B.** The complaint must be written, dated and signed and contain the following:

1. Full name, telephone number (if any) and address of the person filing the complaint;
2. Full name, address of the respondent against whom the complaint is made;
3. A clear and concise statement of the facts including pertinent dates, constituting the alleged violation.

- C.** Upon receipt of the complaint, an investigation will take place and informal resolution will be attempted where practical. If the issues are not resolved through the informal conference, and impartial public hearing will be held upon the request of the complainant. Such hearing shall be scheduled within 30 days of the filing of the complaint. The hearing officer will issue a determination of the case within 60 days of complaint. If complainant does not receive a decision within 60 days, or receives a decision unsatisfactory to the complainant, the complainant may request a review of the complaint by the Yuma Private Industry Council. The request of review shall be filed within ten days from the date on which the complainant should have received a decision or received an adverse decision.

All participants who are employees (i.e. on the job training participants) and wish to file a complaint which relates to the terms and conditions of their employment, shall utilize the complaint procedures of the employer for whom they work. Employees shall inform participants of the procedures they are to follow.

The employer's system shall provide for, upon request by complainant, a review of the employer's decision by Yuma Private Industry Council, Inc. Such requests for review must be submitted in writing within ten days of the employer's decision.

Applicant Signature

Date

Parent/Guardian Signature (needed if under 18 years old)

Date

This is an Equal Opportunity Employer/Program.
Auxiliary aids and services are available upon request to individuals with disabilities