

Rivers East Workforce Development Board

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RIVERS EAST LA ISSUANCE 2021-05 Change 1

SUBJECT: RIVERS EAST NCWORKS CUSTOMER COMPLAINT, APPEAL, AND RESOLUTION POLICY

PURPOSE: To provide guidance and procedures for handling general customer Complaints and appeals that are NOT associated with alleged discrimination under WIOA Section 188. This policy also does NOT address procedures applying to the appeals of imposition of sanctions for substantial violations or performance failures of subrecipient of Federal grant awards or state grants.

ACTION: All WIOA service providers should review and adhere to the attached policy requirements in regards to handling customer complaints and appeals.

Complaints and appeals associated with alleged discrimination follow Local Issuance 2021-10, Rivers East WIOA EO Complaint Procedures.

Complaints and appeals associated with sanctions or performance failures of subrecipients follow Local Issuance 2021-24, Rivers East WIOA Contractor Complaint Procedures.

EFFECTIVE DATE: July 1, 2021

REVISION DATE: June 13, 2023

Jennie Bowen
Workforce Development Director

Attachments

Serving: Beaufort County • Bertie County • Hertford County • Martin County • Pitt County

Mid-East Commission • Workforce Development Department
"Committed Equal Opportunity Employer/Programs"

Section 1: Participants and individuals

Participants and individuals who feel they have been denied services by the NCWorks Career Centers and/or the Title 1 Workforce Innovation and Opportunity Act (WIOA) services providers should follow the following process:

Complete the attached NCWorks Customer Complaint Form (the complaint MUST NOT allege discrimination or denial of equal opportunity). If the complaint alleges discrimination or denial of equal opportunity, please follow Local Area Issuance 2021-10 to file an EO complaint.

Completed forms should be forwarded to the Local Area Compliance Manager. The Compliance Manager will review and handle, based on the nature of the complaint. The Local Area Compliance Manager has sixty (60) business days to respond to the complaint.

If the participant or individual is not satisfied with the Local Area decision, they can appeal to the Division of Workforce Solutions (DWS) Ombudsman.

Complaints MUST be filed within thirty (30) days of the alleged violation, in order to be considered by the Local Area. Complaints received after thirty days will be reviewed for internal process improvement but will not require a response by the Local Area.

Section 2: Employers

Employers with questions or concerns about the status of their employer account status should first contact their local NCWorks Career Center Manager. Center Managers should follow the criteria for granting employer access in the DWS Job Order Operational Guidance.

If the employer is not satisfied with the level of service they received and/or they still have concerns regarding their account, they should complete the attached Employer Appeal to NCWorks Online Denial/Resolution Form and forward to the Local Area Workforce Development Director. Once a final decision is made by the Workforce Development Director, if the employer is still not satisfied, they have five (5) business days to file a complaint with the DWS Ombudsman.

Section 3: Individuals Banished and/or Suspended

If a participant or individual feels they have been banished or suspended unjustly, they will need to complete the attached Individual Appeal to NCWorks Career Center Banishment or Suspension Form and forward to the Local Area Compliance Manager. The Local Area Compliance Manager has sixty (60) business days to respond to the complaint.

If the participant or individual is not satisfied with the Local Area decision, they can appeal to the Division of Workforce Solutions (DWS) Ombudsman.

Complaints MUST be filed within thirty (30) days of the alleged violation, in order to be considered by the Local Area. Complaints received after thirty days will be reviewed for internal process improvement but will not require a response by the Local Area.

For additional guidance, Local Area staff and service providers should review NCWorks Commission Policy Statement CPS 08-2021, effective May 13, 2021.

Contact information:

Kimberly Laws
Local Area Compliance Manager
Mid-East Commission/Rivers East Workforce Development Board
1502 N. Market Street
Washington, NC 27889
klaws@mideastcom.org
252-974-2446

NC Division of Workforce Solutions
Attn: DWS Ombudsman
4316 Mail Service Center
Raleigh, NC 27699-4316

NCWorks Customer Complaint Form

Contact information			
NAME (Print):			
MAILING ADDRESS:			
CITY:	STATE:	ZIP:	
PHONE NO.:	EMAIL:		
Date of Incident:		Date submitted:	
CAREER CENTER NAME AND LOCATION(S) Where the incident occurred:			
Provide a clear and concise statement of the facts and dates describing the alleged violation.			
What is the provision(s) of WIOA, Federal regulations, State laws or regulations, grant, or other agreements under WIOA believed to have been violated?			
Indicate how those individuals did not comply with WIOA law, regulation, or contract.			
Specify the remedy sought by the complainant.			

Employer Appeal to NCWorks Online Denial/Revocation

EMPLOYER INFORMATION		
EMPLOYER NAME (Print):	FEDERAL ID NO:	
CONTACT NAME:	NCWORKS ACCOUNT NO:	
EMPLOYER MAILING ADDRESS:		
CITY:	STATE:	ZIP:
PHONE NO.:	EMAIL:	
DATE OF INITIAL DENIAL/REVOCATION:		
CAREER CENTER NAME AND LOCATION OF DENIAL/REVOCATION:		
REASON FOR DENIAL/REVOCATION:		
STATEMENT AS TO WHY DENIAL/REVOCATION SHOULD BE OVERTURNED		

Appellant Signature: _____ Date: _____

Individual Appeal to NCWorks Career Center Banishment or Suspension

INDIVIDUAL INFORMATION			
NAME (Print):		DATE:	
MAILING ADDRESS:		NCWorks UserID:	
CITY:	STATE:	ZIP:	
PHONE NUMBER:	EMAIL:		
DATE OF INITIAL BANISHMENT:			
CAREER CENTER NAME AND LOCATION(S) WHERE BANISHED:			
REASON FOR BANISHMENT:			
STATEMENT AS TO WHY BANISHMENT SHOULD BE OVERTURNED (Please attach any documents that may support your request):			

Appellant Signature: _____ Date: _____

