

# PRINCE GEORGE’S COUNTY LOCAL WORKFORCE DEVELOPMENT BOARD

## Grievance Policy

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<b>POLICY NUMBER:</b>	1.4000.100.008
<b>EFFECTIVE:</b>	April 21, 2021
<b>APPROVING AUTHORITY:</b>	Board Chair Prince George’s County Workforce Development Board
<b>RESPONSIBLE STAFF:</b>	Executive Director, Board Administrator, Policy & Compliance Director
<b>RESPONSIBLE OFFICE:</b>	Office of the President, Employ Prince George’s, Inc.

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### SUMMARY:

The Prince George’s County Public Workforce System, branded as the Prince George’s County American Job Center Community Network (AJCCN), is the workforce system for the Prince George’s County Workforce Development Area, which is one of 12 Local Workforce Development Areas in Maryland. Each Local Workforce Development Area is led by a Chief Local Elected Official and governed by a Local Workforce Development Board. The County Executive is Prince George’s County’s Chief Local Elected Official, and the Local Workforce Development Board is the Prince George’s County Workforce Development Board. Based on the Prince George’s County Local Workforce Area agreement between the County Executive, the Prince George’s County Workforce Development Board and Employ Prince George’s (EPG), EPG serves as the administrative staff and fiscal agent of the Prince George’s County Workforce Board (PGCWDB) .

### POLICY:

In accordance with the requirements in the Code of Federal Regulations (CFR) §683.600, each local area recipient of funds under Title I of the Workforce Investment Opportunity Act (WIOA) must establish and maintain a procedure for participants and other interested parties to file grievances and complaints alleging violations of the requirements of Title I of WIOA

Each local area recipient must:

- Provide information about the content of the grievance and complaint procedures required by this section to participants and other interested parties affected by the local workforce development system, including one-stop partners and service providers;
- Require that every entity to which it awards title I funds provide the information referred to in paragraph (b)(1) of this section to participants receiving title I-funded services from such entities; and
- Must make reasonable efforts to assure that the information referred to in paragraph (b)(1) of this section will be understood by affected participants and other individuals, including youth and those who are limited-English speaking individuals.

Local area procedures must provide:

- A process for dealing with grievances and complaints from participants and other interested parties affected by the local workforce development system, including one-stop partners and service providers;
- An opportunity for an informal resolution and a hearing to be completed within 60 days of the filing of the grievance or complaint;
- A process which allows an individual alleging a labor standards violation to submit the grievance to a binding arbitration procedure, if a collective bargaining agreement covering the parties to the grievance so provides; and
- An opportunity for a local level appeal to a State entity when:
  - No decision is reached within 60 days; or
  - Either party is dissatisfied with the local hearing decision.

Nothing in this subpart precludes a grievant or complainant from pursuing a remedy authorized under another Federal, State, or local law.

## **PROCESS:**

All complaints must be made in writing, to the Board Administrator, within sixty (60) days of the date of the alleged incident. Upon receipt of a written complaint, the Board will:

- Acknowledge receipt of the complaint;
- Initiate an investigation into the merits of the complaint; and
- Attempt to resolve the complaint through alternative dispute resolution.

Within sixty (60) days of the date the complaint was filed, the Board will issue a decision, with explanation, on appropriate resolution of the complaint.

If the complainant is dissatisfied with the Action, they may request that an impartial Hearing Officer be appointed to review the allegation and issue a decision. Written notice shall be given to the complainant of the date, time, and location of the hearing. Additionally, complainants will receive information pertaining to the manner in which the hearing will be conducted and the issues surrounding the complaint.

The complainant may bring witnesses and/or documentary evidence to the hearing; may request to have records or documents relevant to the issues produced, and may be represented by an attorney or representative of his/her choosing. Complainants have the right to question any witness. The hearing will take place within sixty (60) days of the date the resolution was issued in writing by the Board.

The entire hearing shall be recorded and the recording will become a part of the permanent record of proceedings. The complainant may request a copy of the transcription of this recording at his/her expense.

Prior to the hearing date, the complainant may withdraw the hearing request, request rescheduling of the hearing for good cause, or request to amend the complaint.

Within ten (10) days after the hearing, a written notice of the decision of the Hearing Officer will be provided to the complainant, his/her representatives and all other interested parties. The written decision will include the Hearing Officer's decision, an explanation of the underlying reasons for the decision, or a description of remedies agreed to by the affected parties.

If the complainant is not satisfied with the Hearing Officer's decision, they may appeal the Maryland Department of Labor. Complainant should ascertain the process for appeal used by the Maryland Department of Labor directly from their office.

**POLICY VIOLATIONS:**

N/A

**EXCLUSIONS TO THE POLICY:**

None

**FORMS:**

None

**APPROVING SIGNATURES:**



[Charnetia Young \(Apr 29, 2021 09:35 EDT\)](#)

Apr 29, 2021

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Board Chair  
Prince George's County Workforce Development Board

Date