



**Central Ohio Workforce  
Investment Corporation**



***Workforce  
Investment Act***

***Summary of Program  
Complaint Rights***

**Central Ohio Workforce Investment Corporation**

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# WIA Summary of Complaint Rights

Workforce Investment Act (WIA) procedures are for program applicants, registrants, participants, Local Workforce Investment Areas (LWIAs) and their sub-recipients/providers, management committees, community-based organizations or any individual or organization wishing to file a WIA based complaint. Complaints must be reduced to writing. They may be filed by mail (regular or electronic) or in person by the Complainant or his/her authorized representative.

**David Booker**                      **614-559-5052**  
Equal Opportunity Officer

**Shirley Costantino**              **614-559-5052**  
Alternate Equal Opportunity Officer

## **COWIC**

LWIA grant recipient  
1111 E. Broad St. Suite 201  
Columbus, OH 43205  
614-559-5052

## **Programmatic Complaints**

### **LWIA grant recipient level**

Persons who wish to file programmatic complaints have one year from the date of the incident or alleged unfair treatment to do so. It is recommended, however, that a complaint be filed within ten (10) days of the incident/ treatment. The Equal Opportunity Officer shall be available to provide assistance to the Complainant.

Within ten (10) calendar days of the filing of the complaint, an informal conference will be held to attempt resolution of the complaint. If no resolution is reached, the Complainant will be given written notice of his/her right to request a hearing.

Within sixteen (16) calendars from the date the complaint was filed, the Complainant must provide a written request for a hearing. If any amendment(s) to the original complaint are needed, they must also be submitted, in writing, with the request for hearing.

Within thirty (30) calendar days of the filing of the complaint, a hearing will be conducted. The Complainant and the Respondent shall be advised, in writing, of all procedural rights (i.e., representation, presentation of evidence, witnesses, etc.)

Within sixty (60) calendar days of the filing of the complaint, a written decision shall be rendered by the Equal Opportunity Officer. The decision shall be mailed to the parties (Complainant and Respondent) by certified mail, return receipt requested. The decision shall include, but not be necessarily be limited to the following:

1. The reason(s) for the decision;
2. A statement as to whether LWIA complaint procedures have been complied with; and
3. Notice of the right to request a review at the State Recipient Level (Ohio Department of Job and Family Services), Bureau of Civil Rights) when any party disagrees with any aspect of the local Hearing Officer's decision.

## **State Recipient Level Review:**

Any party has ten (10) calendar days from the date of the receipt of the local Hearing Officer's decision or fifteen (15) calendar days from the date on which the decision should have been received to request a review with the Ohio Department of Job and Family Services' Bureau of Civil rights, 30 E. Broad, 37th floor, Columbus, OH 43215. the Bureau of Civil rights reviewer may uphold the local level decision, in whole or in part, or may provide a hearing and final written decision within thirty (30) calendar days of the date of the receipt of the request for review. Pursuant to the WIA regulations, this decision exhausts administrative remedies at the State Recipient Level.

If the results of the State Recipient Level Review have not been provided to both parties within thirty (30) calendar days of the request for review, or if either party is dissatisfied with the results of the review, a complaint may be filed with the Secretary, U.S. Department of Labor, Washington, DC 20210, Attention: Assistant Secretary for Employment and Training (ASET)