

WIA GRIEVANCE PROCEDURE
Workforce Investment Office
Columbia Greene Community College
4400 Rt. 23 Hudson, NY

If you feel you have been treated unfairly, you may file a written complaint stating how your rights were violated. You must file within one year of the violation. No one may act against you for filing or giving information about a complaint.

Step 1: How is a complaint filed?

If you have a complaint about discrimination, refer to the Discrimination Complaint Procedure. This includes discrimination on the basis of sex, race, color, religion, national origin, political affiliation or belief, disability, citizenship or age. Other complaints should be filed with the Workforce Investment Office. They will try to solve your problem within 10 days.

Step 2: How is a hearing held?

You may request a hearing by writing to the Workforce Investment Office. The agency will hold a hearing within 30 days of the date it receives the complaint. The agency will make its decision within 60 days of the date the complaint is received.

Step 3: How is a State Review requested?

You may ask for a review of the agency's decision under C.F.R. Section 627.503 by writing to:

*New York State Department of Labor
Governor W. Averell Harriman
State Office Building Campus
Building 12
Albany, NY 12240*

You must make your request within 10 days of receipt of the adverse decision.

The Governor or his representative will decide within 30 days. This decision is final.

Step 4: How is a Federal Review of Complaint requested?

Usually, the Governor's decision is final, but if the Governor does not decide within 30 days, you may ask for a Federal Review by writing to:

*United States Department of Labor
201 Varick Street
Room 755
New York, NY 10014*

DISCRIMINATION COMPLAINT PROCEDURE
Workforce Investment Office, Columbia Greene Community College
4400 Route 23, Hudson, NY 12534
518-828-4181 ext. 5510

If you feel you have been treated unfairly, you may file a written complaint stating how your rights were violated. If you need assistance to understand and participate in the complaint procedure assistance will be provided.

Step 1: How is a complaint filed?

If you have a complaint about discrimination on the basis of sex, race, color, religion, national origin, political affiliation or belief, disability, citizenship or age, you should:

Complete the **US Department of Labor, Complaint Information Form** within 180 days from when the alleged discrimination occurred; this form is available in the Workforce Investment Office at Columbia Greene Community College.

Step 2: What happens next?

The Workforce Investment Office will notify you in writing that the complaint has been received. All efforts to resolve the complaint through the WIO will be made. You will be notified if there is a determination of nonjurisdiction of the complaint, meaning the WIO does not have the authority to handle the case. Within 90 days of the filing of the complaint there will be a written **Notice of Final Action**. If you are not satisfied with the result of the complaint you may file your complaint with the Civil Rights Center within 30 days of the date the Notice of Final Action was issued. The US Department of Labor, Complaint Information Form should be mailed to:

U.S. Department of Labor
Civil Right Center (CRC)
200 Constitution Avenue, N.W. Room N-4123
Washington, D.C. 20210

Question: How does the complaint get resolved?

Again, all efforts will be made to resolve the complaint locally. The local Equal Opportunity Officer is Maureen Boutin. If local discussions do not resolve the issue, a confidential mediator could work with both parties to resolve the situation. The complainants would choose if they would like to use Alternative Dispute Resolution Through Mediation (ADR). The customary procedures to resolve the complaint would be followed if both parties do not agree with the ADR.

Question: What happens if one of the parties' breaks or breaches the agreement reached through the Alternative Dispute Resolution?

The non-breaching party can file a complaint with the Civil Right Center within 30 days of learning of the breach.

Question: What else do I need to know?

Complainants also have the right to file a discrimination complaint at the federal level using the address above or at the state level using the address listed below. If you are interested please request more information from the NYS Department of Labor, Division of Equal Opportunity Development regarding the NYS DOL procedures on handling complaints.

Andrew Adams, Director
Division of Equal Opportunity Development, NYS Department of Labor
State Office Building Campus Building 12 Room 540
Albany, NY 12240
Telephone: 518-457-1984 TDD: 1-800-662-1220, Voice: 1-800-421-1220

FOR YOUTH ONLY: I have received a copy of the Discrimination Complaint Procedure and the Grievance Procedure.

Signature/Date