

NOTICE OF ADOPTED EDD STATE-LEVEL GRIEVANCE & COMPLAINT PROCEDURES

Title 20 CFR Section 667.600(d) requires the State to provide a process for dealing with grievances and complaints from participants or interested parties affected by the statewide workforce investment programs, resolving appeals of decisions issued at the LWIA level, remanding grievances and complaints related to the local WIA Title I programs to the LWIA grievance process, and affording an opportunity for an informal resolution and a hearing to be completed within 60 days of the filing of the grievance or complaint.

In compliance with EDD State Directive #WSD08-4, Orange Coast College has recognized the following State Policy and adopted the EDD's State-Level Grievance and Complaint Procedures:

Policy:

It is the policy of the State of California that:

- The principles and procedures set forth in this directive (which has been posted in public and is available online or by request) shall be used by all California LWIAs in the development of local-level grievance and hearing procedures; and
- The principles and procedures set forth in this directive shall govern the treatment and handling of all grievances or complaints in connection with all WIA Title I grant programs and activities conducted by the State, or pursuant (directly or indirectly) to subgrants from the State.

The WIA Title I Governor's 15 and 25 Percent subgrantees (except LWIAs) are not required to develop a process for dealing with grievances and complaints from participants and interested parties, but must designate an individual who will be responsible for adopting and publishing the EDD grievance and complaint procedures. Therefore in lieu of local complaint procedures, WIA Title I Governor's 15 and 25 Percent subgrantees must adopt the EDD's State-Level Grievance and Complaint Procedures.

Notice to Affected Parties

Initial and continuing notice of the local grievance and complaint procedures and instructions on how to file a complaint must be:

- Posted in a public location and be made available to any interested parties and members of the public.
- Posted in additional public locations including but not limited to the EMT classroom and in the EMT Program Director's office. Additionally, written copies will be made available by request to the EMT Program Director or the Consumer Health and Sciences division office and electronic copies are available on the Orange Coast College website and other web-based course-related platforms.
- Made available to each participant. A copy of a written description of the local grievance and complaint procedure shall include (1) Notification that the participant has the right to file a grievance or complaint at any time within **one year** of the alleged violation; (2) Instructions and timeline for filing a grievance or complaint; and (3) Notification that the participant has the right to receive technical assistance. Such information shall be modified, as needed, whenever the procedures are changed.

Participant Certification: My signature below indicates that I have been informed that OCC has adopted EDD State-Level Grievance and Complaint Procedures, and I have been notified of where the procedures are posted and how to obtain a copy. Additionally, I have read the Notice to Affected Parties listed above, and I have had the opportunity to have my questions answered.

Name of Participant (please print)

Signature of Participant

Date

Name of Witness (please print)

Signature of Witness

Date