

Grievance and Complaint Notice

Effective Immediately (2026)

work2future Workforce Development Board
1608 Las Plumas Ave. San Jose, CA 95133
408-794-1101

OPERATIONAL DIRECTIVE

EXECUTIVE SUMMARY

work2future provides program services and/or training made possible by the Workforce Innovation and Opportunity Act. work2future, its partner staff, its contractors, and any person or agency receiving funding from work2future must comply with the procedures and reporting requirements of this Directive. All providers of services must establish, document, and implement procedures as specified in this Directive. Persons filing a complaint (complainants) shall be free from restraint, coercion, reprisal, or discrimination; both state and federal law prohibit retaliation against a complainant.

If you would like to file a complaint, please contact the Equal Opportunity (EO) Officer Dat Luu at 408-794-1139 or email at dat.luu@sanjoseca.gov. The Equal Opportunity (EO) Officer will provide technical assistance to the complainant regarding how to file or amend the complaint and will, additionally, provide clarifications and interpretations of relevant provisions. ADA/Equal opportunity /programs Auxiliary Aid and Services are available upon request to individuals with disabilities. For TTY (text Telephone) please use the Telecommunications Relay Service (TRS – call 711). With TRS, a special operator types whatever you say so that the person you are calling can read your words on his or her TTY display. He or she will type back a response, which the TRS operator will read aloud for you to hear over the phone. Toll free TRS services are available 24 hours a day, 365 days a year.

The filing of the complaint with work2future shall be considered as a request for a hearing. If you file a complaint, work2future will attempt to resolve the complaint informally. A copy of the complaint shall be sent to the individual(s), as applicable, and both parties notified of the opportunity for an informal resolution. When the complaint has been resolved through the informal resolution process, work2future shall attempt to contact the complainant and have him or her provide a written withdrawal of the complaint within 10 days of the receipt of the notice of resolution or impasse where a complainant decides not to proceed to an administrative hearing. work2future shall maintain copies of the correspondence. If this informal process does not resolve the complaint, you will have the right to be heard by an impartial Hearing Officer.

The following principles and rules apply to all grievances and complaints (except Discrimination and Equal Opportunity complaints):

- Hearings on any grievance or complaint shall be conducted within 30 days of filing and decisions shall be made no later than 60 days after filing.
- The complainant and the respondent must be notified in writing of the hearing 10 days prior to the date of the hearing.
- All complaints must be made in writing within 1 year of the alleged occurrence.
- Complainants have the right to withdraw their complaints (in writing) at any time before the hearing. A complaint can be amended to correct technical deficiencies but not to add issues.
- Complainants can be represented, at their expense, by a person(s) of their choice at all levels of the complaint process.
- Complainants must exhaust work2future WDB level hearing procedures before appealing to the State except where the State determines that the work2future WDB procedures do not comply with State Procedures.

At each step of the complaint process, the participant must be notified in writing of the next procedural step. WIOA participants who do not receive a written decision within 60 days of filing their complaint or who received an unsatisfactory decision may file a complaint with:

Employment Development Department (EDD)

Attn: Compliance Review Division, MIC-22M

P.O. Box 826880 Sacramento, CA 94280-0001

A participant has the right to request a State Hearing within 10 days of the date of the decision. The State Review will be limited to violations of the Workforce Innovation and Opportunity Act (WIOA), implementing WIOA regulations or this grant agreement. The review shall be limited to the record established at the work2future WDB hearing.

If the State Review Panel has issued an adverse decision regarding a grievance or complaint, or has not issued a decision within 60 days of receipt of a local level appeal, request for the State EDD review, or grievance or complaint, the complainant may file an appeal with the Secretary. This appeal process applies to grievances and complaints that originated at the local or state level.

Appeals of an adverse decision must be filed within 60 days of receipt of the adverse decision from the State Review Panel. In cases where the State Review Panel did not issue a decision, the complainant must file an appeal within 120 days of either of the following: 1) The date on which the complainant filed the appeal of a local level decision or request for State EDD review with the state. 2) The date on which the complainant filed the grievance or complaint with the state.

All appeals to the Secretary must be sent to the DOL National Office via certified mail with return receipts requested. Copies of the appeal must simultaneously be provided to the DOL Employment and Training Administration (ETA) Regional Administrator and the respondent. Mailing addresses for the DOL National Office and ETA Regional Administrator are included below:

DOL National Office

Secretary of Labor Attn: Assistant Secretary of ETA U.S. Department of Labor
200 Constitution Avenue, NW Washington, DC 20210

ETA Regional Administrator

Office of Regional Administrator U.S. Department of Labor
P.O. Box 193767 San Francisco, CA 94119-3767

Grievances or complaints filed directly with the Secretary that were not previously filed with the work2future and/or the State EDD will be remanded to the work2future or the State EDD, as appropriate.

EXCEPTIONS

Any exceptions to this policy must be approved by the work2future-Director, Program Manager, or the authorized representative of the WIOA Service Provider and documented in the participant file.

INQUIRIES

Please contact the work2future Administrator, work2future.mis@sanjoseca.gov, for any questions regarding this policy.

My signature below certifies that I have read and understand the official grievance and complaint procedure for WIOA programs administered by work2future; if requested, I have received a copy of the referenced State EDD Grievance and Complaint Procedures Directive.

Participant's Printed Name: _____

Participant's Signature: _____ **Date:** _____