



**Advance
Central PA**
Linking People & Business

Program Complaint Policy and Procedure

Implemented May 1, 2020

Revised February, 2023 - update the address for PA CareerLink®
Columbia/Montour Counties

Developed by:
Central Pennsylvania Workforce Development Corporation, dba Advance Central PA

Advance Central PA Program Complaint Policy and Procedure

Background

In compliance with the Workforce Innovation and Opportunity Act of 2014 and for any other federal or state contracts passed through Advance Central PA, the Workforce Development Board for the Central Pennsylvania Local Workforce Development Area has implemented this **Program Complaint Policy and Procedure**.

Who May File a Program Complaint

Complaints can be brought by a participant, an employee, an applicant for employment, PA CareerLink® partner, a service provider, a contractor, the PA CareerLink® Operator and any other interested party affected by the Local Workforce Development system.

Reason(s) a Program Complaint can be Filed

A program complaint involves an issue with how program services are delivered. Complaints regarding the Equal Opportunity Policy should be submitted in accordance with Advance Central PA EO/Civil Right Discrimination Policy and Procedure.

Confidentiality

The identity of any person who has given information relating to or assisting in an investigation of a possible complaint shall be kept confidential to the extent that a fair determination of the issue(s) can be made. In the event such information is required to be submitted under order of a local, state or federal entity, such information may be disclosed.

Steps to file a Program Complaint

All program complaints must be filed within **60 days** of the alleged issue. The process for filing and processing vary depending on the type of complaint. The appropriate procedures for each complaint type are outlined below.

- Participants (individuals who receive program services) must first follow the **Participant Program Complaint Procedures**. If resolution cannot be obtained, then they must follow the **Other Interested Parties Program Complaints**.
- Other interested parties including: a participant with an unresolved Participant Program Complaint, the PA CareerLink® Operator, a PA CareerLink® partner, service provider, contractor and any other interested party affected by the local Workforce Development System should follow the **Other Interested Parties Program Complaint Procedures**.

Participant Program Complaint Procedures

All participant program complaints must be filed within **60 days** of the alleged issue. All complaints must describe the alleged violation and the complainant's requested equitable relief (resolution). The following process will be followed for participant program complaints:

Step #1

Participants must submit, in writing, the alleged complaint/grievance to the PA CareerLink® Administrator within 60 days of the alleged issue. Within 10 working days of receiving the complaint/grievance, the PA CareerLink® Administrator will review the complaint/grievance and contact the participant to try to come to a resolution.

The participant must send the written complaint to the address of the PA CareerLink® site in which services are provided or where the participant is requesting services (see back page for a listing of

PA CareerLink® offices and addresses). The letter must be sent to the attention of the PA CareerLink® Administrator as follows: Attention: PA CareerLink® Administrator.

Step #2

If Step #1 does not result in a resolution within 10 days, the PA CareerLink® Administrator is responsible for taking the complaint to the PA CareerLink® Operator and notifying the participant the complaint was forwarded. The PA CareerLink® Operator will review the complaint/grievance within 30 days of receipt. A decision will be issued in writing to the participant within 10 working days of decision.

Step #3

If the participant is not satisfied with the PA CareerLink® Operator decision, the procedures outlined under **Other Interested Parties Program Complaint Procedures** must be followed.

Other Interested Parties Program Complaint Procedures

All program complaints must be filed within **60 days** of the alleged issue. All complaints must describe the alleged violation and the complainant's requested equitable relief (resolution). Participants who have unresolved complaints after following the steps in the **Participant Program Complaint Procedures** and all other parties who have program complaints should follow the below steps.

Step #1

Complainant must submit in writing to the Equal Opportunity Officer, the alleged complaint within 60 days of the alleged issue. Within 10 working days of receiving the complaint, the complaint will be reviewed and the complainant will be contacted to try to come to a resolution.

Advance Central PA
Attention: **Equal Opportunity Officer**
130 Kelly Square, Suite 1
Lewisburg, PA 17837

Step #2

If an informal resolution cannot be reached in Step #1, the Equal Opportunity Officer is responsible for forwarding the complaint to CPWDC's Policy & Performance Committee and notifying the participant the complaint was forwarded. The Policy & Performance Committee will meet within 30 days to discuss the matter. This Committee will then issue its decision to the complainant within 10 working days of such meeting.

Step #3

If complainant is not satisfied with the decision of the Policy and Performance Committee in Step #2, the complainant must submit in writing a request for a hearing. The participant must send the written request for hearing along with the reason for dissatisfaction with the decision of the Committee in Step #2 to the following address:

Advance Central PA
Attention: **Policy & Performance Committee**
130 Kelly Square, Suite 1
Lewisburg, PA 17837

A hearing will be scheduled within 30 days of receipt of the request. The hearing officers will consist of a designated Workforce Development Board member and a Local Elected Official Board member. The complainant may represent themselves or have legal representation. Testimony from both parties will be presented. The hearing officers will issue a final decision within 10 working days.

Step #4

If the complainant is not satisfied with the decision of the hearing in Step #3, the complainant must submit written request for appeal along with the reason for dissatisfaction with the decision of the Committee in Step #3 to the following address for appeal.

Advance Central PA
Attention: **Workforce Development Board Chair**
130 Kelly Square, Suite 1
Lewisburg, PA 17837

Advance Central PA shall then file a formal appeal with the Commonwealth of Pennsylvania Bureau of Workforce Development Administration to the following address:

Pennsylvania Department of Labor and Industry
Bureau of Workforce Development Administration
651 Boas Street, 12th Floor
Harrisburg, PA 17121

Central Workforce Development Area PA CareerLink® Addresses

PA CareerLink® Centre County
240 Match Factory Place
Bellefonte, PA 16823

PA CareerLink® Clinton County
8 N Grove Street, Suite F/C
Lock Haven, PA 17745

PA CareerLink® Columbia/Montour Counties
421 Central Road, Suite 1
Bloomsburg, PA 17815

PA CareerLink® Lycoming County
329 Pine Street
Williamsport, PA 17701

PA CareerLink® Mifflin County
6395 SR 103 North
MCIDC Plaza, Building 58
Lewistown, PA 17044

PA CareerLink® Northumberland/Snyder/Union Counties
225 Market Street, Third Floor
Sunbury, PA 17801