



SUMMARY OF RIGHTS AND COMPLAINT AND GRIEVANCE PROCEDURES RIGHTS

RIGHTS

You have the right to file a grievance if you feel you have a complaint or grievance relating to your employment and/or training. Your grievance must contain sufficient information for us to determine if it should be heard by the Workforce Southwest Washington (WSW) or another agency. You will not be penalized for filing a grievance. This procedure does not prevent you from concurrently filing the same grievance involving the same issue(s) with your employer or other agency(ies).

FILING A COMPLAINT

To file a complaint, contact the Complaints Officer at the WSW and tell her/him that you want to file a grievance. The officer will provide you with the necessary information and assistance to put your grievance in writing. Within ten (10) days of filing the grievance, an informal conference may be held to resolve the matter. If you feel that your complaint is not resolved during the informal conference, you may request a hearing. A hearing will be scheduled within thirty (30) days of filing the grievance. You will be notified in writing of the date, time, and place of hearing. The hearing will be conducted with an impartial hearing officer.

RIGHTS AT HEARING

At the hearing you may:

- Bring witnesses and documentary evidence.
- Question any witness or parties.
- Have records or documents relevant to the issue(s) produced by their custodian when such records or documents are kept in the ordinary course of business; by the WSW; or any person, entity, or organization performing work for the WSW.
- Request a rescheduling of a hearing for good cause.
- Be represented by an attorney or other person of your choice.

DECISION

A decision will be rendered within sixty (60) days of filing your grievance.

APPEAL

If you are not satisfied with the final decision, you may appeal the decision to the State of Washington, Attention: Assistant Commissioner, Employment Security Department, P.O. Box 9046, Olympia, Washington 98507-9046.

This is a summary of the Rights and Complaint and Grievance Procedures. You may request a copy of the complete document from the Complaints Officer at (360) 567-1070 or info@workforcesw.org or Washington Relay Service 711. The WSW is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.

Applicant Signature

Date