

HOW TO REGISTER A FORMAL GRIEVANCE

Any applicant, client, potential contractor, contractor or other aggrieved party who wishes to file a grievance because of alleged violations in the following categories;

- **Equal Opportunity/Discrimination** – Complaints of discrimination on the basis of race, color sex, age, disability, religion, national origin, political affiliation or belief, and for WIA participants, citizenship or participation in WIA.
- **Violations of WIA** – Non-criminal complaints of violation of the Workforce Investment Act, rules, regulations, grants or other agreements.
- **Criminal Complaints** – Complaints of fraud, waste, abuse or other criminal activity under WIA.

Must follow these procedures:

- A. A written complaint detailing the specific grievance must first be prepared and submitted to Shannon Norton Calles, AA/EEO Officer, Career Center of Lowell/GLWIB, 107 Merrimack Street, Lowell, MA 01852. This may be done by completing a grievance form available at the Career Center of Lowell, which includes the following information:
1. Your address, business and home telephone;
 2. Nature of the grievance;
 3. Regulations or policies violated, if known;
 4. Date of the alleged unfair or discriminatory act; and
 5. Name and title of others involved in the situation.
- B. All grievances alleging discrimination must be brought within 180 days of the alleged discriminatory act. All other complaints must be brought within one year of the alleged WIA violation.

Participant's Signature

Date

Staff's Signature

Date