

Northern Illinois Workforce Alliance

The mission of the Workforce Investment Board is to create a competitive, skilled and educated workforce by providing a system for the citizens of Boone and Winnebago Counties to gain meaningful employment in response to the needs of business.

Equal opportunity employer/ program. Auxiliary aids and services are available upon request to individuals with disabilities. This program is subject to the provisions of the Jobs For Veterans Act of Public Law 107-288, which provides priority of service to veterans and spouses of certain veterans. Contact the WIA Equal Opportunity Officer at (815) 547-9616 or TTY (815) 966-2436 or (815) 547-0253.



303 N. Main Street
Rockford, IL 61101
Phone: 815-395-6688
E-mail: jstrandin@theworkforceconnection.org



COMPLAINT AND GRIEVANCE PROCEDURES

(Non-Discrimination)

The Workforce Connection
303 N. Main Street
Rockford, IL 61101
(815) 395-6688

998 Belvidere Road
Belvidere, IL 61008
(815) 547-9616

27 W. Stephenson Street
Freeport, IL. 61032
(815) 235-1801 / (815) 232-1053

THE WORKFORCE CONNECTION

COMPLAINT AND GRIEVANCE PROCEDURES

The Workforce Investment Act of 1998 (WIA) mandates the framework for delivery of workforce development activities and services to job seekers, dislocated workers, youth, incumbent workers, new entrants to the workforce, veterans, persons with disabilities and employers.

We are also mandated to establish procedures for processing grievances and complaints from participants and other interest parties affected by the local workforce investment system, including One-Stop partners and service providers.

This brochure has been designed to explain our Grievance/Complaint process and what steps are necessary to assure that your concerns are documented and addressed in a timely manner.

Step 1: It is our desire that grievances and complaints are resolved at the lowest level possible. When a customer has a concern or complaint, the customer should request a meeting with the Program Supervisor or Agency Director to attempt to resolve the issue.

Step 2: If the concern cannot be resolved, the complainant will be provided with the *Workforce Investment Act Grievance/Complaint Form* and given instructions on completing the form and information on where to submit the complaint.

The grievance/complaint must be filed, in writing, within 180 days of the alleged violation and submitted to:

Public Relations Manager
Northern Illinois Workforce Alliance
303 N. Main Street
Rockford, IL 61101
Phone 815-395-6688
E-Mail: jstrandin@booneandwinnebago.wib.org

The complaint must include the following information:

- Name, address and telephone number of the complainant.
- Name, address and telephone number of the person and/or organization the complaint is against.
- A clear concise statement of the allegations and facts of the case.
- The date of the alleged occurrence.
- The provisions of the Workforce Investment Act, regulations, grants or other agreements believed to have been violated.
- The signature of the complainant or their legal guardian/representative.

Step 3: Within ten days, the Grievance/Complaint Officer will acknowledge receipt of the grievance by certified mail and identify options to meet and resolve the concern. (Options may include a formal hearing).

If either the complainant or the Grievance/Complaint Officer deems they are dissatisfied with the local hearing decision or no decision is made within 60 days, an appeal may be filed.

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