


LOCAL INSTRUCTION NUMBER PY 17-01

TO: WIOA Contractors and Service Providers

FROM: 
Dean E. Jones, Director

DATE: July 3, 2017

SUBJECT: WIOA Rights Handout File Maintenance and Grievance/Complaint Forms

EFFECTIVE DATE: Immediately

Purpose: To ensure compliance with the Department of Labor's requirement that the Rights Handout be covered with individuals at the time of WIOA eligibility and WIOA participation.

References: State Instruction Number 16-14; State Instruction Number 16-14, Change 1; State Instruction Number 16-15; State Instruction Number 16-16

Local Policy: A signed copy of the Rights Handout must be maintained in the WIOA applicant's eligibility file and the WIOA participant's case management file. If eligibility and participation occur on the same day, the requirement must still be met (until further guidance is provided).

Action: At the time of WIOA eligibility and WIOA participation (both), a copy of the Rights Handout must be signed, issued to the individuals, and placed in the applicant's/participant's file(s).

Should the registrant/applicant/participant desires to file a Grievance or Discrimination Complaint, individuals must be informed that forms are available electronically to expedite the process.

The Equal Opportunity Complaint Information Form is available for local areas to access, link, and/or printed as needed:

([https://scworks.org/media/EEO/EEO/Equal Opportunity Complaint Information Form.pdf](https://scworks.org/media/EEO/EEO/Equal_Opportunity_Complaint_Information_Form.pdf))

The Grievance and Complaint Information Form is available for local areas to access, link, and/or print as needed:

(<https://scworks.org/docs.asp>)

Complainant must be instructed to sign the completed form(s) before submitting it to the designated person.

Questions: Inquiries may be directed to the Greenville LWDA EO Officer.