

# CITY OF LOS ANGELES

CALIFORNIA

JAN PERRY  
GENERAL MANAGER



ERIC GARCETTI  
MAYOR

ECONOMIC & WORKFORCE  
DEVELOPMENT DEPARTMENT

1200 W. 7TH STREET  
LOS ANGELES, CA 90017

**DATE:** August 2, 2018

**TO:** All Participants in the City of Los Angeles Workforce Innovation & Opportunity Act (WIOA) Grant Funded Programs

**FROM:** Gerardo Ruvalcaba, Director  
Workforce Development Division *Gerardo Ruvalcaba*

Anthony Sanchez, Senior Management Analyst II *Anthony Sanchez*  
Administrative Services Division

**SUBJECT: SUMMARY OF THE CITY OF LOS ANGELES LOCAL WORKFORCE DEVELOPMENT AREA (LWDA) COMPLAINT RESOLUTION PROCEDURES**

Welcome to the City's Workforce Innovation and Opportunity Act (WIOA) program. We hope your participation in the program will be both enjoyable and rewarding. As part of the program, it is important that you understand your rights and responsibilities as well as how to resolve a complaint or disagreement.

## GENERAL RULES

You should receive a copy of the WIOA Complaint Resolution Procedures when you attend the orientation at the WorkSource/YouthSource Center. You will be asked to sign that you have received a copy of the procedure. A copy of the receipt will be placed in your file.

- If you feel that you did not receive the services you are eligible for, you may file a complaint. Complaints must be filed within **one (1) year** from when the incident occurred. All complaints, additional complaint issues, and withdrawals must be in writing. You will not be retaliated or discriminated against because you file a complaint. The City of Los Angeles has 60 days from the date you filed your complaint to resolve a program complaint and 90 days to resolve a discrimination complaint.
- There are four types of complaints:
  - Complaints that allege a violation of Federal, State and City rules and regulations;
  - Complaints that allege discrimination because of race, color, religion, sex (including pregnancy, childbirth and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English Proficiency), age, disability, political affiliation or belief, retaliation and citizenship, or his or her participation in a WIOA Title I financially assisted program activity.

- Complaints that allege that employees were laid off or fired in order to hire WIOA participants;
- Complaints that allege that the employer failed to follow health and safety rules.

### HOW DO I FILE A PROGRAM COMPLAINT?

- You must first file your complaint with the WorkSource/YouthSource Center's EO Complaints Officer. If you need information about your agency's EO Complaints Officer, you may contact the City's EO Compliance Officer at the address and telephone number below.

City of Los Angeles  
Economic & Workforce Development Department  
1200 West 7<sup>th</sup> Street, 6<sup>th</sup> Floor  
Los Angeles, CA 90017  
Attn: Richard Cheng, EO Compliance Officer

Telephone Number: (213) 744-9351  
TTY Number: (213) 744-7290  
FAX Number: (213) 744-7118  
Email: Richard.Cheng@LACity.Org

- All WIOA complaints must be in writing and include the following:
  - **Your full name, telephone number, and mailing address;**
  - **The agency's full name, telephone number, and mailing address;**
  - **The facts and dates describing the alleged violation; and**
  - **How you want the complaint to be resolved.**
- If you need help in filling out the complaint form, you should first contact the EO Complaints Officer at the WorkSource/YouthSource Center. You may also contact the City of Los Angeles Economic & Workforce Development EO Compliance Unit at (213) 744-9351. The EO Compliance Unit will help you file a complaint, including assistance writing the complaint; provide copies of documents such as WIOA regulations, local rules, contracts, etc.; and provide information about relevant regulations and rules.
- You may seek representation or legal counsel at your own expense.  
**Note:** The EO Compliance Unit does not provide legal advice or represent either party to the complaint.

### WHAT ARE THE STEPS THAT TAKE PLACE AFTER I HAVE FILED MY COMPLAINT?

- Once the WorkSource/YouthSource Center EO Complaints Officer receives your complaint, he/she will schedule an Informal Resolution Meeting. You, the EO Complaints Officer, and the representatives from the agency will attend the meeting.
- The purpose of the meeting is (a) to find out about your complaint issues; (b) to discuss the issue(s); and (c) to resolve your complaint.

- If there is an agreement to resolve your complaint issue(s), a settlement agreement will be prepared. All the parties that attend the meeting will sign the settlement agreement. A copy of the settlement agreement will be mailed to the EO Compliance Unit, Economic & Workforce Development Department.
- If there is no agreement, then EO Complaints Officer must provide you with written notice of your right to request an administrative hearing before a hearing officer. The request for hearing should be mailed within three (3) days and sent to:

City of Los Angeles  
Economic & Workforce Development Department  
1200 West 7th Street, 6<sup>th</sup> Floor  
Los Angeles, CA 90017  
Attn: Richard Cheng, EO Compliance Officer

The request for hearing should include the following information:

- Your full name, telephone number, and mailing address;
  - The name, address, and telephone number of the WorkSource/YouthSource Center
  - A copy of the written decision issued by the WorkSource/YouthSource Center.
  - A statement of why you are requesting a hearing;
  - Your solution to the complaint.
- A hearing will be held before an impartial Hearing Officer, and the Hearing Officer will file his/her advisory report with recommendations to the General Manager, Economic & Workforce Development Department.
  - The General Manager of the Economic & Workforce Development Department will mail you the decision within the **60 calendar days or (90 days for discrimination complaints)** from when you file the complaint.

The written decision will contain the following information:

- The names of the parties involved;
- Complaint issues;
- A statement of the facts;
- The Hearing Officer's recommended decision and the reasons for the decision;
- The General Manager's decision;
- A list of solutions;
- Your right to request an appeal to the State Review Panel, within 10 days of the receipt of the decision.

**HOW DO I FILE A DISCRIMINATION COMPLAINT?**

- Any complaint involving discrimination should be filed either with the City of Los Angeles, EO Compliance Unit or Department of Labor, Civil Rights Center (CRC). You may file a complaint within 180 days from the incident.

City of Los Angeles  
Economic & Workforce Development Department  
1200 West 7<sup>th</sup> Street, 6<sup>th</sup> Floor  
Los Angeles, CA 90017  
Attn: Richard Cheng, EO Compliance Officer

Telephone Number: (213) 744-9351  
TTY Number: (213) 744-7290  
FAX Number: (213) 744-7118  
E-Mail: Richard.Cheng@LACity.Org

OR

Director  
Civil Rights Center (CRC)  
United States Department of Labor  
200 Constitution Avenue NW  
Room N-4123  
Washington, DC 20210

- If you choose to file with the City of Los Angeles, you must wait until the City provides you with a decision or until 60 days or 90 days for discrimination complaints have passed, whichever comes first. If the City did not provide you with a written decision within 60 days of filing the complaint, you may file a complaint with the CRC. If you are dissatisfied with the City's decision, you may file a complaint with the CRC. Your complaint must be filed within 30 days from the date you received the City's decision.
- If you choose to file with the City of Los Angeles, you will have the option of (1) Alternative Dispute Resolution (ADR) or (2) having the City of Los Angeles EO Compliance Unit investigate the complaint. If you elect ADR and the parties fail to reach a resolution, you have the right to file directly with the Department of Labor at the address above. If the City of Los Angeles investigates the complaint, after the report is issued you will have the option of an informal resolution meeting or an administrative hearing.

GR:RC:cg