



MICHIGAN WORKS! SOUTHEAST GRIEVANCE/COMPLAINT POLICY STATEMENT

It is the policy of the Southeast Michigan Consortium/ Michigan Works! Southeast that all program staff, applicants, participants and employers have the right to file a formal complaint or grievance. This policy covers all programs which we administer, including the Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance for Needy Families (TANF), Food Assistance Employment and Training (FAE&T), Trade Act (except requests for redeterminations), and State of Michigan General Fund/General Purpose (GF/GP) Funded Programs Administered by the Talent Investment Agency. You are entitled to file a complaint or grievance if you believe that we have not adhered to applicable laws, regulations and policies in our administration of these programs, or if you believe you have been mistreated or faced discrimination. All grievances and complaints must be in writing and must be filed within one year of the alleged incident. Before filing a complaint or grievance, you should obtain a copy of our local grievance procedures, which describe in full the process for filing complaints and grievances, and the entire complaint resolution process, including procedures for informal resolution of complaints, formal hearings, and appeals. Copies of the procedure are posted in the Michigan Works! Service Center, and are available upon request from the Grievance/Equal Opportunity Complaint Officer, whose contact information is listed below.

This is a summary of the steps in our complaint/grievance procedure:

- STEP 1. Informal discussion of your concerns to your immediate Michigan Works! Southeast contact.
- STEP 2. If Step 1 does not resolve the problem to your satisfaction, a formal written complaint may then be filed with the Complaint Officer of Michigan Works! Southeast for resolution through informal discussion. Please contact the Complaint Officer below for instructions on how to file a formal written complaint.
- STEP 3. If Step 2 does not resolve the problem to your satisfaction, you are entitled to request that a hearing be scheduled within 30 days of filing the complaint with a decision within 60 days. Please contact the Complaint Officer below for instructions on how to request a hearing.
- STEP 4. If Step 3 does not resolve the problem to your satisfaction, a formal complaint may be submitted to the Talent Investment Agency. Please contact the Complaint Officer below for instructions on how to file a complaint with the Talent Investment Agency
- STEP 5. If Step 4 does not resolve the problem to your satisfaction, a formal complaint may be submitted to the Secretary of the U.S. Department of Labor for determination.

If you ever have questions or need assistance with the complaint process, please do not hesitate to contact your assigned staff person or the Complaint Officer of Michigan Works! Southeast.

Grievance/Equal Opportunity Officer

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