

## MASSHIRE Lowell Career Center-Young Adult Program

### 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 WIOA participants, citizenship or participation in WIOA.
- **Violations of WIOA** – Non-criminal complaints of violation of the Workforce Innovation and Opportunity Act, rules, regulations, grants or other agreements.
- **Criminal complaints** – complaints of fraud, waste, abuse or other criminal activity under WIOA.

Most follow these procedures:

- A. A written complaint detailing the specific grievance must first be prepared and submitted to Nancy Gagnon AA/EEO Officer, Greater Lowell Workforce Investment Board, Career Center of Lowell, 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 WIOA violation.

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Customer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Young Adult Staff Signature

\_\_\_\_\_  
Date