



10 Hall Street • Lowell, MA 01854 • 978.458.2503

MASSHIRE Lowell Young Adult Career Center

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 Heather Donovan, Career Center of Lowell, 650 Suffolk St. Ste G15, Lowell, MA 01854. 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.

Young Adult Signature

Date

MHLYACC Staff Signature

Date

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities
Telephone (978) 458-2503