

Grievance Process Overview

Who May File a Grievance

- Any person or interested party alleging violations of the requirements of Title I of WIOA

How to File a Grievance

- Submit the complaint in writing to the **ARIZONA@WORK** office where the incident occurred

Response to Grievance

- Informal resolution within 15 days of the written complaint
- Grievance hearing within 30 days of the complaint if informal resolution is not reached
- Written decision within 60 days of the complaint

Filing with DES

- If the complaint is filed with DES first, DES will either refer the complaint to the appropriate local area or directly address the complaint.

Appeal Rights

- Parties have the right to (i) appeal the local area's decision to DES; (ii) request a rehearing with DES or a reconsideration of its decision; and (iii) appeal DES' decision to DOL.