

**Verdugo Workforce Development Board**  
**Client Acknowledgement Regarding Grievance and Complaint Policy**

It is the policy of the Verdugo Workforce Development Board (VWDB) that if you believe an action of the VWDB to be a non-criminal violation of Title I of the Workforce Innovation and Opportunity Act (WIOA), its regulations, conditions or the grant or other agreements under WIOA, and that action adversely impacts you, you have the right to file a grievance.

The grievance must be in writing and must include:

1. Your full name, telephone number and address;
2. The name, telephone number and address of the respondent. The current Grievance Officer for the Verdugo Workforce Development Board (VWDB) is Onnig Bulanikian, 613 E. Broadway, Room 120, Glendale, CA 91206;
3. A statement of the facts describing the alleged violation;
4. The provisions of the WIOA, the WIOA regulations, grant, or other agreements under the WIOA, believed to have been violated;
5. If the grievance is against individuals, a description of how those individuals did not comply with the WIOA law, regulation, or contract; and
6. The remedy sought.

A grievance must be submitted within one year of the alleged violation.

Complainants will be offered an opportunity for informal resolution.

If the complaint cannot be resolved on an informal basis, you will be offered a hearing within thirty (30) days of filing the grievance. An impartial hearing officer shall conduct the hearing. You will have the right to present testimony and arguments, to call and question witnesses, to examine records or documents relevant to the issue, and to be represented.

No later than sixty (60) days of the filing of the grievance, the hearing officer shall mail you a written decision.

If the complainant does not receive a decision within 60 days of the filing of the grievance or receives an adverse decision, the complainant may file a grievance with the State of California.

The complainant has the right to receive technical assistance in filing a grievance.

If you wish to see the Verdugo Workforce Development Board's Grievance and Complaint Policy, which includes directions on how to file a grievance or an appeal, please ask a staff member.

My signature below serves as acknowledgement that I understand my rights under the Verdugo Workforce Development Board's Nondiscrimination and Equal Opportunity Policy.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date