

**871—53.23(84A,PL105-220) Regional level complaint procedures.** Each coordinating service provider must establish procedures for grievances and complaints. At a minimum, the local procedures must provide:

**53.23(1)** A process for dealing with grievances and complaints from participants and other interested parties affected by the local workforce investment system, including one-stop partners and service providers;

**53.23(2)** An opportunity for an informal resolution and a hearing to be completed within two days of the filing of the grievance or complaint;

**53.23(3)** A process which allows an individual alleging a labor standards violation to submit a grievance to a binding arbitration procedure, if a collective bargaining agreement covering the parties to the grievance so provides; and

**53.23(4)** An opportunity for a local level appeal to the department when:

*a.* No decision is reached within 60 days; or

*b.* Either party is dissatisfied with the local hearing decision.

**53.23(5)** Participants, service providers and other interested individuals must be informed of the local complaint procedure in writing, as well as the ability and procedures to appeal local decisions to the department.

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