

STANDARD OPERATING PROCEDURE
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Applicant and Participant Complaints

The purpose of this Standard Operating Procedure (SOP) is to ensure that all applicants for Project ARRIBA and participants are afforded an opportunity for fair and impartial resolution of any complaint or grievance they may have regarding eligibility, processing or treatment.

A. Complaint Procedure:

These guidelines are intended to help resolve problems which Project ARRIBA applicants and participants may encounter during their application or participation in the program. An applicant or participant who files a complaint or grievance shall not be treated adversely or otherwise unlawfully discriminated against.

Applicants and participants may file an Equal Employment Opportunity (EEO) Complaint with the designated EEO Complaint Monitor and the EEO Complaint Monitor shall assist the complainant until the problem is resolved.

The Chief Executive Officer will be informed of all grievances filed and given timely updates until resolution.

Informal Resolution is always the best way to handle problems. Applicants or participants who encounter a problem should be encouraged to make a reasonable effort to informally resolve the problem prior to filing a grievance. The applicant/participant should attempt to resolve the problem by discussing the problem with his/her counselor/intake specialist and, when appropriate, with the person(s) allegedly responsible for the action causing the Problem. If the problem involves an employee of a subcontractor of the corporation, the applicant/participant should bring the problem to the attention of his/her counselor/intake specialist who will then attempt to informally resolve the problem by discussing the problem with the subcontractor. In every instance, a problem should be discussed with the applicant/participant's counselor/intake specialist prior to filing a grievance.

NOTE: Even when attempting an informal resolution, documentation by memoranda or other written records is essential. Counselors and Intake Specialist are also encouraged to involve the Director of Client Services and/or the Chief Executive Officer for assistance in resolution of the complaint.

APPENDIX 6 – PARTICIPANT COMPLAINT PROCEDURES

B. Specific Guidance:

Ensure applicants/participants who wish to file a complaint have received and signed a Project ARRIBA Form 17, Orientation to Complaint Procedure.

Assist the applicant/participant to complete the DOL Complaint Information Form (also Attached).

Before sending the completed complaint form(s) to the DOL Directorate of Civil Rights, also ensure the applicant/participant has read and signed the DOL Consent Form regarding investigatory uses of their personal information to resolve the complaint.

ORIENTATION TO COMPLAINT PROCEDURE

The Project ARRIBA program welcomes you. We are the Contractor in this program. We have established a procedure to resolve any compliant alleging violations of the Wagner-Peyser Act, the Self-Sufficiency program, and the El Paso County, supported employment training grants and/or programs. If you have a complaint concerning any of these programs, you may submit your written complaint within one year of the date of occurrence to Project ARRIBA, County Commissioners' Court of El Paso, as appropriate. It is your right to file a complaint under this complaint procedure, and you cannot be penalized in any way for filing a complaint.

After your complaint has been received by the Contractor, the Equal Opportunity Officer (EEO) will notify you in writing of the next step in the complaint procedure. As long as you wish to pursue your complaint, the Contractor will follow the steps described in the Complaint Procedure. You should study the Complaint Procedure carefully, and if you feel that steps required by the Complaint Procedure are not being followed, contact the EEO. Remember that at any stage of the Complaint Procedure it is the EEO's job to assist you with any problem you may have in pursuing your complaint.

EQUAL OPPORTUNITY IS THE LAW

This recipient is prohibited from discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in program funded under the Wagner-Peyser Act, the Self-Sufficiency program, the El Paso County supported employment training grants and/or programs, in admission or access to, opportunity or treatment in, or employment in the administration of or in connection with any funded program or activity. If you think that you have been subject to discrimination under a funded program or activity, you may file a complaint within 180 days from the date of the alleged violation with the recipient's EEO, or you may file a complaint directly with the: Directorate of Civil Rights (DCR); ATTN: Director, United States Department of Labor, 200 Constitution Avenue NW< Room N4123, Washington, D.C. 20210.

If you elect to file complaint with the recipient, you must wait until the recipient issues a decision or until 60 days have passed whichever is sooner, before filing with DCR. If the recipient has not provided you with a written decision within 60 days of the filing of the complaints, you need not wait for a decision to be issued, but may file a complaint with the DCR within 30 days of the date you received notice of the recipient's proposed resolution.



You will be asked to sign the Notice and a copy of this signed Notice will be provided. Please do not sign this Notice until you have read it and you understand its contents. If you have any questions, please ask the person who is enrolling you in the program for assistance.

APPLICANT

This is to certify that I have read the "Orientation to Complaint Procedure" and that I have been given the opportunity to ask questions about its contents. I understand that application form is not a job application and that it is used to determine my eligibility to receive program services and to meet federal reporting requirements. I further understand that failure to provide the requested information may prevent me from receiving services.