

GRIEVANCE PROCEDURE

1. If a participant of the contractor or subcontractor has a complaint or grievance, s/he should first bring that concern to the Student Facilitator to seek resolution. At the time of that meeting, the Student Facilitator should present the participant with a copy of this grievance procedure. If the participant does not understand English, a translated copy of this grievance procedure should be provided in a language understood by the participant.
2. If there is no resolution, the participant should request a meeting with the Program Coordinator. The participant's Student Facilitator will notify the Program Coordinator of the concern and the supervisor will arrange the meeting within 10 working days of the participant's request.
3. If there continues to be no resolution, the Program Coordinator will inform the participant of his/her right to appeal in writing to the Dean/Director. The participant must inform the Dean/Director of the complaint or grievance in writing. The Dean/Director will respond in writing, setting a time for the participant and Dean/Director to meet. The meeting will occur within 10 working days of the time of the written request.
4. If there continues to be no resolution, the Dean/Director will inform the participant of his/her right to appeal in writing to the Vice President. The participant must then inform the Vice President of the complaint in writing. The Vice President will respond in writing, setting a time for the participant and the Vice President to meet. The meeting will occur within 10 working days of the time of the written request.
5. The decision of the Vice President will be the final step in the internal grievance process. The Vice President will inform the participant of the decision in writing within 10 days of the meeting.
6. If there continues to be no resolution, the Vice President will inform the participant of his/her right to appeal in writing to the Bureau of Employment Programs (BEP) Program Advisor. The participant then must inform the BEP Program Advisor of the complaint in writing. The BEP Program Advisor will respond in writing, setting a time for the participant and the BEP Program Advisor to meet. The meeting will occur within 10 working days of the time of written request.
7. The BEP Program Advisor will inform the participant of the decision in writing within 10 days of the meeting.

Participant Signature

Date

Student Facilitator Signature

Date