**Participant Grievance Process**

An opportunity for a fair hearing is available to any program applicant or client who believes they received non-standardized service, or are dissatisfied with actions or decisions taken by program staff. The following outlines the grievance process, as included in the 477 plan, dated 10/1/2019-9/30/2022, as approved by the Federal Granting Agency. It is the responsibility of the program applicant or client to ensure all steps in the grievance process are followed:

·         A signed and dated release of information form must be on file with the Aanjibimaadizing Program, in order for the staff to share and/or discuss your case outside of the Aanjibimaadizing Program

·         The applicant or client will be informed of their right to a review of the actions or decisions of the Program staff at the time of application. The request for a review must be in writing, detailing the reason the action is being challenged and submitted to the Executive Director of Aanjibimaadizing programs within 10 days of the adverse action. The Executive Director of the Aanjibimaadizing programs shall investigate the complaint and attempt to resolve disputes or issues informally whenever possible.

·         If such informal resolution is not practical or possible, the Program Administrator shall issue a decision on the matter within 5 business days of its presentation to him/her, in writing, and supply a copy of the same to the applicant or participant and affected Program Staff.

·         Within 10 days after the issuance of the Executive Director or Aanjibimaadizing programs decisions, any affected person may file a written appeal to the program grievance committee, which shall review and hear the matter within 30 days.

·         The Program Grievance Committee membership shall be established as needed by the Mille Lacs Band of Ojibwe Assistant Commissioner of Administration and made up of no less than three Commissioners or Directors of Tribal Programs (or their designees) and shall not include the Executive Director or Aanjibimaadizing programs.

·         The Program Grievance Committee shall issue its decision within 30 days of the conclusion of a hearing.

·         If no appeal to the Program Grievance Committee is made within the time allowed, the decision of the Executive Director shall be final and shall not be subject to appeal.

·         If, after exhaustion this procedure, the participant or client is not satisfied, they have the right to file a fully documented grievance to:

**Attention Division Chief**

**Division of Workforce Development**

**MLB MS 4513, 1849 C St. NW Avenue**

**Washington DC 20240**

Questions or complaints alleging a violation of nondiscrimination provisions of WIA Section 188, may be directed or mailed directly to the Director, Civil Rights Center, US Department of Labor, Room N-4123, 200 Constitution Avenue N.W., Washington, DC 20210, for processing.