



Loudoun County, Virginia

www.loudoun.gov



Department of Family Services

102 Heritage Way, N.E., Suite 103, Leesburg, VA 20176-4544

(703) 777-0353 • Fax: (703) 771-5214

To Report Child Abuse and Neglect (703) 771-KIDS

Loudoun Workforce Resource Center (LWRC), A Virginia Career Works Affiliate COMPLAINT AND DISCRIMINATION REPORTING PROCEDURE

Purpose

All customers of the LWRC have the right to comment about the quality of service they receive or if they believe an unfair determination was made about eligibility for intensive and/or training services in the LWRC. In order to maintain a harmonious and cooperative relationship between our customers, employers, partners and staff, it is the policy of the LWRC to provide for the settlement of problems and differences through an orderly complaint procedure. Every customer, employer, partner or staff has the right to present his/her complaint in accordance with this established procedure free from interference, coercion, restraint, discrimination or reprisal.

LWRC contact information

Address: 705 E Market St., Suite E, Leesburg, VA 20176 ~ Telephone: (703) 777-0150

Complaint Reporting Procedure

Step 1: Contact the Workforce Resource Center Program Manager

The customer, employer, partner or staff shall present their complaint either verbally or in writing to the Workforce Resource Center Program Manager within 10 calendar days of the occurrence. Please include the full name, address, and telephone number of the party/parties filing the complaint, the full name and location of the party against whom the complaint is made, a clear and concise statement of the facts, pertinent dates and time and the resolution requested. The Workforce Resource Center Program Manager will consult with all individuals necessary to reach a correct, impartial and fair determination and shall provide the individual with an answer as soon as possible, but within three working days.

Step 2: Contact the Department of Family Services (DFS) Director or Designee

If the resolution from Step 1 is not satisfactory to the individual or if the Workforce Resource Center Program Manager fails to respond within the designated time period, the individual may file the complaint in writing to the DFS Director (or designee) within 5 calendar days following the completion of Step 2. The Director (or designee) will hear the complaint and render a decision in writing within ten working days.

Discrimination Reporting Procedure: If you feel that you have been subjected to discrimination under a WIOA funded program or activity, you may file a complaint within 180 days from the date of the alleged violation with the recipient's Equal Opportunity Officer: David Hunn, Executive Director, Northern Virginia Workforce Development Board, 8300 Boone Avenue, Suite 450 Vienna, VA 22182.

I, AS A REPRESENTATIVE OF THE WORKFORCE RESOURCE CENTER, HAVE EXPLAINED THE INFORMATION CONTAINED IN THIS NOTIFICATION TO THE WIA APPLICANT/PARTICANT.

Signature of Center Representative

Date

I, THE APPLICANT/PARTICIPANT, AGREE THAT THIS NOTIFICATION HAS BEEN EXPLAINED TO ME, AND I HAVE HAD THE OPPORTUNITY TO ASK QUESTIONS FOR CLARIFICATION. I UNDERSTAND I WILL RECEIVE A COPY OF THIS ONCE SIGNED.

Signature of Applicant / Participant

Date