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Office of Compliance Issuance

34-2026

Release Number-Program Year

Active Date: 03/31/2026
Effective Date: 03/31/2026
Expiration Date: Continuous, until further notice

Family and Workforce Centers of America (FWCA) is the fiscal agent and workforce support organization for Saint Louis County Workforce Development.

SUBJECT:

STLCOWD Complaints and Grievances

ATTACHMENTS (if any): N/A

This Issuance is an official policy of St. Louis County Workforce Development.

This Issuance Affects:

- Workforce Innovation and Opportunity Act (WIOA) Programs
Title I: Adult
Title I: Dislocated Worker
Title I: Youth

FOR THE ATTENTION OF:

All applicable WIOA staff or subcontractors—Implementation of this issuance is immediate and continuous.

RESCISSIONS: N/A

REFERENCES:

DWD Issuance – Disseminating Notices for Equal Opportunity Complaints and WIOA Complaints & Grievances

## **SUMMARY**

STLCOWD Complaint and Grievance policy provides guidance and orderly resolution of complaints or disputes that arise. As we hope to resolve any issue on the local level, WIOA individual, employers, non-individuals, activities financial assisted by WIOA funding, and WIOA funded training employers must be aware of their EO rights and responsibilities, as well as the programmatic complaint and grievance rights and responsibilities under WIOA.

## **BACKGROUND**

Any person or the person's representative who believes that any of the following circumstances exist may file a written complaint:

“Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

“The recipient must not discriminate in any of the following areas:

“Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.”

“Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.”<sup>1</sup>

Recipients to be notified are the following:

- Registrants, applicants, and registrants and applicants for whom an eligibility determination has been made;
- Participants;
- Applicants for employment and employees;
- Unions or professional organizations that hold collective bargaining or professional agreements with the recipient;
- Recipients that receive WIOA Title I financial assistance; and
- Members of the public, including those with impaired vision or hearing and those with limited English proficiency.

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<sup>1</sup> DWD Issuance – Disseminating Notices for Equal Opportunity Complaints and WIOA Complaints & Grievances

Notification applies whether in person, over the Internet, or using other technology, a recipient must include a discussion of rights and responsibilities under the nondiscrimination and EO provisions, including the right to file a complaint of discrimination. Communication of information in appropriate languages and formats accessible for individuals with disabilities.

## **SUBSTANCE**

### **A. Complaint**

A discrimination complaint must be filed within 180 days of the violation. The following is STLCOWD's suggested procedures for filing a complaint:

1. Contact STLCOWD's Local EO Officer:
  - a. Trence (TJ) James  
Location: Missouri Career Center  
3757 Harry S. Turman Blvd.  
St. Charles, MO 63301  
Phone: 816-804-2956  
Email: [trence.james@dhewd.gov](mailto:trence.james@dhewd.gov)

or
2. Contact the State of Missouri EO Officer or The Director, Civil Rights Center (CRC):
  - a. Danielle Smith  
State WIOA Equal Opportunity Officer  
Location: P.O. Box 1087  
Jefferson City, MO 65102-1087  
Phone: 573-751-2428  
TTY: 800-735-2966 (or 711)  
Fax: 573-751-4088  
Email: [danielle.smith@dhewd.mo.gov](mailto:danielle.smith@dhewd.mo.gov)

or

  - b. The Director, Civil Rights Center (CRC)  
U.S. Department of Labor  
200 Constitution Avenue NW Room N-4123  
Washington, DC 20210  
[www.dol.gov/crc](http://www.dol.gov/crc) (electronic submission)

An individual must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (CRC). An individual must file the CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days of the day the complaint was filed).

If the individual is dissatisfied with the decision or resolution, they may file a complaint with the CRC. The individual must file the CRC complaint within 30 days of the date on which they received the Notice of Final Action.

## B. Grievance

Grievance is considered a nondiscriminatory issue a recipient believes to be wrong or unfair. WIOA regulations require each state to establish a procedure for grievances from individuals being served by the workforce system. To seek a formal resolution, the individual must first file the complaint locally. This process is intended to allow for a resolution of the issue with STLCOWD. The individual must start the process by submitting a grievance to STLCOWD. An individual has up to one year to file a grievance.

An Individual may file a grievance to:

1. STLCOWD's Executive Director  
Kelley Lingle  
Location: MET Center  
6347 Plymouth Ave.  
St. Louis, MO 63133  
Phone: 314-399-4376

or

2. STLCOWD's Local EO Officer:  
Trence (TJ) James  
Location: Missouri Career Center  
3757 Harry S. Turman Blvd.  
St. Charles, MO 63301  
Phone: 816-804-2956  
Email: [trence.james@dhewd.gov](mailto:trence.james@dhewd.gov)

The following information may be requested:

1. Full name, telephone number and address of the person making the complaint
2. Full name and address of the respondent
3. Statement of the facts (including dates) that constitutes the alleged violation(s)
4. A statement of how the individual would like the matter to be resolved (e.g. if the agency finds in their favor what they would like to see happen or to receive)
5. Any applicant, employee, participant, service provider, program recipient, or other interested party may file complaint alleging a violation of local WIOA programs, agreements or STLCOWD policies and activities.

Within 60 calendar days of filing grievance, WIOA requires STLCOWD to provide a formal hearing, if the issue is not resolved informally prior to the hearing. If the individual finds the local hearing decision unsatisfactory, or if STLCOWD does not respond in the allotted 60 days, the individual can file a request for review by the State. At the State level, WIOA requires an opportunity for an informal resolution and hearing to be completed within 60 calendar days of the filing. If the State does not respond within the 60 days, or either party wants to appeal, WIOA allows for a formal appeal to the U.S. Department of Labor (DOL). Federal appeals must be made within 60 calendar days of the receipt of the decision being appealed. DOL will make a final decision no later than 120 days after receiving a formal appeal. DOL will only investigate

grievances and complaints arising through the established procedures. WIOA does not allow for federal intervention until the formal procedure has been followed.

*Retaliation: No DWD employee, recipient or sub-recipient may discharge, intimidate, retaliate, threaten, coerce or discriminate against any individual because the individual has filed a discrimination complaint or otherwise participated in the investigation of a discrimination complaint.*

## **TIMELINE**

Immediate and continuous

## **INQUIRIES**

Please direct all questions or comments regarding this Issuance document to [stlcowd@fwca-stl.com](mailto:stlcowd@fwca-stl.com). All active, expired, or rescinded Issuances are available upon request.