

2. Contractor shall provide to each eligible participant and staff employee a copy and/or summary of the SBWIB Complaint Resolution Procedures during orientation. In the event that Contractor subcontracts with another party for the provision of training or job development services to a participant, the subcontractor shall require that the participant receive access to WIA complaint resolution procedures at each tier of service. Contractor shall maintain written documentation that each staff employee and participant has received information regarding the SBWIB Complaint Resolution Procedures.

B. Contractor WIA Participant Complaint Resolution Procedures

1. Contractor [with the exception of those providing Individual Training Accounts (ITAs) exclusively] shall develop and maintain procedures for the resolution of complaints involving the terms and conditions of participant employment (On-Job-Training). ITA contractors shall provide WIA participants with copies of the SBWIB complaint resolution procedures and shall instruct participants that they have the option of filing complaints directly with the SBWIB Compliance Officer.

2. Contractor shall provide each participant with a copy of its internal WIA participant complaint resolution procedures upon enrollment into the program or during orientation. In the event that Contractor subcontracts with another party for the provision of training or job development services to a participant, the Contractor shall require that the participant receive access to SBWIB complaint resolution procedures at each tier of service. Contractor shall maintain written documentation that each staff employee and participant has received information regarding the SBWIB Complaint Resolution Procedures.

C. Contractor shall not discriminate or retaliate against any person, or deny to any person a benefit to which that person is entitled under the provisions of the WIA or WIA Regulations because such person has filed a complaint, has instituted or caused to be instituted any proceeding under or related to the Act, has testified or is about to testify in any such proceeding or investigation, or has provided information or assisted in any investigation.