



POLICY: Grievance Policy

EFFECTIVE DATE: September 2019
REVISION DATE: October 2024

POLICY NUMBER: 2017 - 09

RESPONSIBLE PARTIES: Career Services Manager, Director of Programs, Deputy Director Workforce Services

PURPOSE

WorkSource Montgomery (WSM) will make every effort to provide a professional and positive environment focused on providing career services to customers. Whenever possible, we will address complaints or grievance within 10 business days of submission.

Policy

Participants are encouraged to communicate program issues first to the staff who can assist in the area of concern. Issues that need to be escalated should be referred to the WSM Director.

You may file a formal written grievance as follows:

You have up to **30 days** to file a grievance. Your grievance must be in writing and must contain the following information:

- Your name;
- Mailing address, or other means by which you can be contacted
- Identification of individual(s) responsible for alleged issue;
- A description of the allegation(s), which must include enough details to determine the jurisdiction of the complaint;
- The date(s) the alleged incident(s) took place; and
- The complaint's signature or the signature of his/her authorized representative and the date of signature.



You may file your grievance with the Career Services Manager:

Bruno Kiganda

Career Services Manager

WorkSource Montgomery

11510 Georgia Ave, Suite 300, Wheaton, MD 20902

Email: bkiganda@worksourcemontgomery.com

You may also file a greivance with the WSM Director of Programs

Melissa Cunningham

Director of Programs

WorkSource Montgomery

1801 Rockville Pike, Suite 320, Rockville, MD 20852

Email: mcunningham@worksourcemontgomery.com

WorkSource Montgomery is an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.



Grievance Procedure

Grievance Procedure Timeline

- 1.) Within 2 days from the receipt of a grievance, the Career Services Manager will contact the customer.
- 2.) Within 10 business days of receiving a grievance, the WSM Director will attempt to resolve the matter informally.
- 3.) If a resolution cannot be reached within the initial 10-day period, a formal hearing will be scheduled. The formal hearing provides customers with an opportunity to present any evidence.
- 4.) Within 10 business days of the formal hearing, the WSM Director will issue a decision.

Appeal

If the grieving party does not receive a decision within 60 days of filing the formal grievance, or receives an unsatisfactory decision, the aggrieved has a right to request a review by the Maryland Department of Labor Licensing and Regulation (DLLR).

