

Notice of Grievance Procedures

Notificación de procedimientos de queja

America's Job Center New Mexico recognizes its responsibility to listen to customer and participant grievances and attempt to resolve any such concerns. Customers and participants will not be denied service for filing a grievance. Grievances will be given prompt and careful attention and, when indicated, grievances will result in corrective action. Participants are informed of their rights when services are initiated by receiving a copy of the Grievance Procedures. This Grievance Procedure includes and addresses complaints that are related to discrimination and disability.

- Request to speak with the site manager to communicate your grievance (*if you do not want to speak to a manager, please take a Grievance Form located by this procedure and follow the steps below*)
- Fill out a Grievance Form and send it to the site manager - information listed below.

America's Job Center New Mexico – Site Manager

420 W. Broadway St.

Silver City, NM 88061

Or email the form to

kerena.levario@dws.nm.gov

575-546-0192

- An attempt will be made to informally resolve the complaint to the satisfaction of all parties. This informal resolution process shall be completed within **10 calendar days** from the date the complaint was filed. If all parties are satisfied, the complaint is considered resolved.
- When no informal resolution is possible, America's Job Center New Mexico will forward the complaint and a copy of the file to the local administrative entity that will review the complaint file, conduct a further investigation if necessary, and issue a determination within **20 calendar days** from the date the complaint was filed. The administrative entity can be reached with the information below.

America's Job Center New Mexico / Administrative Entity

Attn: EEO Officer

P.O. Box 1072

Elephant Butte, NM 87935

jsimms@sccog-nm.com

575-744-4857

To learn more about filing a grievance please contact the site manager for a copy of the Southwestern Area Workforce Development Board Grievance and Complaint Policy.

Any party dissatisfied with the determination may request a hearing within **10 calendar days** of the date of the determination. The local administrative entity will schedule the hearing and forward the program complaint to the impartial hearing officer for resolution. The local administrative entity will monitor the processing of the complaint.

**Si desea que le expliquemos esta información en español,
comuníquese con la recepción.**

20 CFR§ 683.600(a) outlines the requirement to establish and maintain a procedure to file grievances and complaints alleging violations of WIOA. 20 CFR§ 683.600(g)(l) further clarifies that the grievance procedure requirement does not apply to discrimination complaints brought under 20 CFR§ 188 and/or 29 CFR part 38.

WIOA Title I-financially assisted programs and activities are an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay New Mexico: 711 (Voice) or 1-800-659-8331 (TTY). For federal grant funding disclosures, visit <https://www.employnm.com/funding>.