

# Notice of Grievance Procedures

## Notificación de procedimientos de queja

New Mexico Workforce Connection 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.

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

**NM Workforce Connection - Site Manager**  
**322 E. Oak St.**  
**Deming, NM 88030**  
**Or email the form to**  
[roberto.montoya@state.nm.us](mailto:roberto.montoya@state.nm.us)

- 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, New Mexico Workforce Connection will forward the complaint and a copy of the file to the local administrative entity that will review the complaint file, conduct 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.

**NM Workforce Connection / Administrative Entity**  
**Attn: EEO Officer**  
**P.O. Box 1072**  
**Elephant Butte, NM 87935**  
[yrios@sccog-nm.com](mailto:yrios@sccog-nm.com)

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 an impartial hearing officer for resolution. The local administrative entity will monitor the processing of the complaint.

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*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)(1) further clarifies that the grievance procedure requirement does not apply to discrimination complaints brought under 20 CFR§ 188 and/or 29 CFR part 38.*

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) FUNDED BY THE U.S. DEPARTMENT OF LABOR 12.19

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**NM Workforce Connection - Site Manager**  
**505 S. Main St., Ste. 134**  
**Las Cruces, NM 88001**  
**Or email the form to**  
[darleen.lopez@state.nm.us](mailto:darleen.lopez@state.nm.us)

- 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.
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**505 S. Main St., Ste. 150**  
**Las Cruces, NM 88001**  
**Or email the form to**  
[darleen.lopez@state.nm.us](mailto:darleen.lopez@state.nm.us)

- 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.
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**NM Workforce Connection - Site Manager**  
**226 S. Alameda Blvd.**  
**Las Cruces, NM 88005**  
**Or email the form to**  
[richard.wagner@state.nm.us](mailto:richard.wagner@state.nm.us)

- 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.
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**Attn: EEO Officer**  
**P.O. Box 1072**  
**Elephant Butte, NM 87935**  
[yrios@sccog-nm.com](mailto:yrios@sccog-nm.com)

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**NM Workforce Connection - Site Manager**  
**206 Main St.**  
**Lordsburg, NM 88045**  
**Or email the form to**  
[nmartinez@ydinm.org](mailto:nmartinez@ydinm.org)

- 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.
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**Elephant Butte, NM 87935**  
[yrios@sccog-nm.com](mailto:yrios@sccog-nm.com)

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**NM Workforce Connection - Site Manager**  
420 W. Broadway St.  
Silver City, NM 88061  
Or email the form to  
[roberto.montoya@state.nm.us](mailto:roberto.montoya@state.nm.us)

- 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.
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**NM Workforce Connection - Site Manager**  
**109 Faulkner Rd.**  
**Socorro, NM 87801**  
**Or email the form to**  
[albertp.o'hara@state.nm.us](mailto:albertp.o'hara@state.nm.us)

- 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.
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**NM Workforce Connection - Site Manager**  
**1500 Appaloosa Dr., Ste. A-160**  
**Sunland Park, NM 88063**  
**Or email the form to**  
[darleen.lopez@rescare.com](mailto:darleen.lopez@rescare.com)

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**NM Workforce Connection - Site Manager**  
601 Sunset St.  
Truth or Consequences, NM 87901  
Or email the form to  
[darleen.lopez@rescare.com](mailto:darleen.lopez@rescare.com)

- 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.
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