

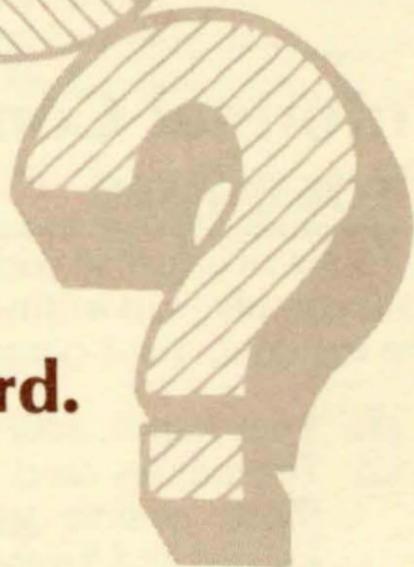
NOV 23 1982

STATE LIBRARY OF IOWA  
Historical Building  
DES MOINES, IOWA 50319

# GOT A COMPLAINT



Here's how  
to make  
sure it's heard.



**Complaint Procedure for the  
Balance of State CETA Program or  
The Governor's Special Grant Recipient.  
Office for Planning and Programming**

## Your Right to File

---

If you believe you have been treated unfairly, you have the right to try and change the situation. Two avenues are available: (1) Informal complaint procedure; and (2) Formal complaint procedure. These are further explained below.

It is sometimes difficult to decide whether a complaint should be filed, so if you are not sure, ask the local CETA office or project operator or contact the Balance of State CETA Complaint Office, (515) 281-6888.

## Feel Free to File a Complaint

---

Please feel free to use the complaint procedure. It is your right. No person, organization or agency may discriminate or retaliate against you because you file a complaint, testify in any proceeding or investigation or provide information or assistance in any investigation.

## Informal Complaint Procedure

---

To file an informal complaint, you must submit your complaint in writing within **seven** (7) days of the incident. Your complaint must include:

- (1) Your name, address and date of filing;
- (2) The names (and addresses if known) of those against whom the complaint is lodged and/or the names of those others involved;
- (3) The situation or problem which caused the complaint; and the date the situation/problem developed
- (4) The relief or solution you are requesting.

The local CETA office or project operator will be available to provide assistance at your request

and has complaint forms available for your use, if you so desire.

The complaint must be sent to the CETA program/field administrator, whose address is available from the contact person designated in the front of your CETA Client Handbook or, in the case of Special Grants, is available through your project operator. The program/field administrator will notify you of his/her decision within ten (10) days of receiving your complaint.

If you are not happy with that decision, you may further appeal by sending a letter to the Prime Sponsor/Special Grant Recipient, Office for Planning and Programming, 523 East Twelfth Street, Des Moines, Iowa, 50319. You will then be notified of the next steps in the appeal process.

## Formal Complaint Procedure

---

As with informal complaints, formal complaints must be submitted within **seven** (7) days of the incident prompting the complaint. On request, your local office or project operator will be available to help you file your complaint and/or provide a formal complaint form for your use. Formal complaints shall:

- (1) Be easy to read;
- (2) Specify the date of filing;
- (3) Be limited to a single subject, situation or set of facts;
- (4) Include your name, address and phone number. If you are represented by an attorney or other representative, his/her name, address and phone number should be included also.
- (5) State the party or parties complained against and their address and phone number, if known.
- (6) Specify the situation or problem and the date that it happened and include any violations of law you think might have occurred.
- (7) State the relief or solution you are requesting.

The formal complaint shall be mailed to the Prime Sponsor/Special Grant Recipient, Office for Planning and Programming, 523 East Twelfth Street, Des Moines, Iowa 50319.

On receiving the formal complaint, the Prime Sponsor/Recipient will notify you of the next steps in the procedure and of your right to a hearing.

## **What is a Hearing? Do you need a Lawyer?**

---

A hearing is a fairly informal proceeding conducted by an impartial presiding officer. You will have the opportunity to explain your complaint, to introduce evidence on the issues involved, and to challenge or cross-examine statements or other evidence introduced by the other parties involved. All persons presenting evidence are required to be under oath and a tape recorder is used to record the hearing.

You may appear at the hearing in person, and, if you wish, you may be represented by an attorney or another individual. Representation by an attorney or other person is not required, and, if desired, is at your own expense. Legal representation is available in many parts of Iowa at no expense to you. Ask you CETA worker or project operator to tell you about free or low-cost legal assistance in your community, or contact Legal Services Corporation of Iowa, which may be able to provide free legal assistance. Their toll free WATS number is 1-800-532-1275.

## **What happens after the Hearing?**

---

After a study of the evidence, rules and laws that apply in your case, the hearings officer will write a decision that will be sent to you. Along with the decision will be notification of your

right to appeal the decision or request a rehearing, if you want to do so.

## **Which Route to Take: Formal or Informal?**

---

In deciding whether to file a formal or informal complaint, please keep these points in mind.

- The informal complaint procedure is faster. In an informal procedure you will receive a decision within ten (10) days after the field/program administrator receives your complaint. In the formal complaint procedure, it may take sixty (60) days to get a decision.
- The formal complaint procedure provides for a hearing, which allows you greater opportunity to present evidence or prove facts supporting your side of the complaint.
- You do not waive the formal procedure by taking the informal route. If, after taking the informal route, you disagree with the final decision, you may appeal and the formal complaint procedures will be followed.

For further information contact your local office or project operator or call the Complaint Office at 1-515-281-6888.

## **Remember These Key Points**

---

- File your formal or informal complaint within seven (7) days.
- The Complaint Office's number is 1-515-281-6888.
- Ask your local CETA office or project operator about legal assistance.

## **Do You Need More Information?**

---

If you have questions about complaints, you should call your local contact person, listed in the front of your CETA Client Handbook, or call the Complaint Office at 1-515-281-6888. The complete rules governing the complaint procedure are available upon request.

STATE LIBRARY OF IOWA



3 1723 02092 6283