DATE: November 13, 2017

TO: LA’s Workforce Development System

FROM: Gerardo Ruvalcaba, Director
Workforce Development System

SUBJECT: WDS DIRECTIVE NO. 18-11
(Supersedes WDS Directive No.06-12)
TRANSMITTAL OF THE CITY OF LOS ANGELES LOCAL WORKFORCE DEVELOPMENT AREA (LWDA) COMPLAINT PROCEDURES

EFFECTIVE DATE
This directive is effective upon date of issue.

PURPOSE
The purpose of this directive is to transmit the revised City of Los Angeles LWDA Complaint Procedures.

BACKGROUND
The nondiscrimination regulations of the Workforce Innovation and Opportunity Act (WIOA), Section 188 became final on January 3, 2017. One aspect of Section 188 is the requirement for LWDA\s to have complaint procedures.

Under the Workforce Investment Act (WIA), the City of Los Angeles LWDA issued Directives 01-31 and 06-12 transmitting the Complaint Procedures. The attached Complaint Resolution Procedures have been revised to reflect changes under WIOA Section 188.

CONTACT
If you have any questions or require further information, please contact Maureen Brown at Maureen.Brown@lacity.org or (213) 744-7272, TTY (213) 744-7290.

GR:MB:cg
Attachment: Complaint Resolution Procedures

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