

# CITY OF LOS ANGELES

CALIFORNIA

CAROLYN M. HULL  
GENERAL MANAGER



ERIC GARCETTI  
MAYOR

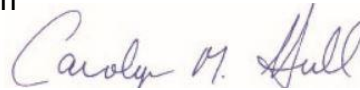
**ECONOMIC AND WORKFORCE  
DEVELOPMENT DEPARTMENT**

1200 W. 7<sup>TH</sup> STREET  
LOS ANGELES, CA 90017

**DATE:** June 17, 2021

**TO:** LA's Workforce Development System

**FROM:** Carolyn M. Hull, General Manager  
Economic and Workforce Development Department



**SUBJECT: WDS DIRECTIVE No. 21-22  
UPDATED CITY OF LOS ANGELES' LOCAL WORKFORCE  
DEVELOPMENT AREA (LWDA) COMPLAINT RESOLUTION  
PROCEDURES**

## **EFFECTIVE DATE**

This directive is effective upon date of issue.

## **PURPOSE**

The purpose of this directive is to transmit updated City of Los Angeles' LWDA Complaint Resolution Procedures.

## **UPDATES/REVISION**

Revisions included in the Longform LWDA Complaint Procedures include:

- Guidance on the Federal Level Appeals Process

## **REQUIRED ACTIONS**

Moving forward, agencies will be required to use the updated City of Los Angeles' LWDA Complaint Resolution Procedures and must provide them upon request. For all new participants and staff, a copy of the City of Los Angeles' LWDA *Summary* of the Complaint Resolution Procedures still must be provided, and the signature page (with the text from *the Summary*) must be kept in the participant or staff member's file—these documents have not altered. New signature pages do not need to be obtained for existing clients or staff if they have the previous signature page in their file. It is strongly recommended that all staff be trained on the new City of Los Angeles' LWDA Complaint Resolution Procedures.

## **PERFORMANCE EVALUATION CRITERIA**

During site visits, Program and Equal Opportunity (EO) Compliance Unit monitors will be assessing whether the updated LWDA Complaint Procedures have been made available for participants and staff.

**CONTACT**

If you have any questions or require further information, please contact your assigned Program Monitor or Richard Cheng, EO Compliance Officer at [Richard.Cheng@lacity.org](mailto:Richard.Cheng@lacity.org) or at (213) 744-9351, 711 for TRS.

CMH:GR:RC:cg

Attachments: Complaint Resolution Procedures, Revised September 2020